



with Sustainability!
Sustainability Report 2025



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Sustainability



Sustainability News

[View the list](#)



December 25, 2025

Environmental Initiatives

"Mackerel and Green Shiso Rice Ball" - A rice ball made by effectively utilizing leftover mackerel (offcuts) for bento lunches



December 24, 2025

Social Contribution

Thank you for this summer! A portion of the sales from "Lemonade," a joint development with children with cancer, released in July, will be donated to children in hospitals as Christmas presents. Original coloring books are also available for free to everyone at FamilyMart Print!



December 23, 2025

Social Contribution

"FamilyMart & Musubie Children's Cafeteria" project: Creating a warm place in the community and supporting children's winter memories. Food will be delivered to 1,000 children's cafeterias nationwide. ~Special project: Donation of "BE: FIRST Collaboration Cake"~



December 19, 2025

Environmental Initiatives

FamilyMart aims to reduce petroleum-based plastics by approximately 40 tons per year! Regular-sized pasta containers upgraded to eco-friendly designs!

Contributing to the realization of a society where everyone can live in peace

FamilyMart Sustainability

Key Initiatives by Topic

- Reducing food waste
- FamilyMart Food Drive
- Famima Children's Cafeteria
- Universal Service
- Plastic Initiatives
- Carbon Reduction
- LGBTQ Support
- Communication Support Tool
- Famima Eco Vision 2050
- Teary-Eyed Sticker
- Connecting Dreams Donation
- Thank You Letter Contest

Show more 

Learn More About Sustainability Initiatives

Pick Up! With Sustainability! Activities

Recommended

Environmental Initiatives

Social Contribution

Diversity & Inclusion



A contest to express gratitude through letters. Supported by MEXT



Appeal to customers' emotions with Teary-Eyed Sticker to reduce food waste!



FamilyMart Food Drive, held at over 4,700 stores nationwide

社会への取り組み



Various social contribution activities for the future of children



Mid- to long-term environmental goals: Setting and promoting goals based on three themes



Aiming to create stores that are more convenient and easy to use for everyone

Show more 

View the list 

"FamilyMart, Where You Are One of the Family" - Working together towards a Sustainable Society

Guidelines for Sustainability

 Message from the President



 FamilyMart 's thoughts Sustainability



FamilyMart 's Five Important Issues (Materiality) >

- | | | | |
|----------------|---|--|---|
| Priority Issue | 1 | Contributing to the "future of the region and the planet" through environmental considerations | + |
| Priority Issue | 2 | Evolving into a hub for revitalizing the local community that is supportive of people | + |
| Priority Issue | 3 | Create safe and secure products and services that realize a "convenient and prosperous life" | + |
| Priority Issue | 4 | Pursuing a sustainable supply chain together with business partners | + |
| Priority Issue | 5 | Creating a rewarding organizational culture and developing human resources | + |

Four Foundations Supporting Sustainability

- > Strengthening corporate governance
- > Joint growth of franchisees and headquarters
- > Thorough risk management and compliance
- > Respect for human rights



> Sustainability Management

Contains information on our basic sustainability policy, promotion structure, and process for identifying important issues.



> Famima Eco Vision 2050

We have set reduction targets for greenhouse gases (CO2), plastics, and food waste, and are promoting our efforts.



> Sustainability Library

You can view the latest and past reports, ESG data, editorial policy, and GRI content index.



Message from the President

**"FamilyMart,
Where You Are One of the Family" !
— Working together towards
a Sustainable Society**



Supporting consumer values

The environment around us continues to change dramatically. Japan is experiencing ongoing inflation, and consumers are more conscious about protecting their livelihoods due to the rising prices. Overseas, the Trump administration's economic policies and interactions with the international community are causing a lot of confusion. However, there is no turning back time when it comes to sustainability. There are concerns that disasters and extreme weather caused by climate change will have an increasing impact on our lives and the economy.

As such, consumer values that emphasize the continuation of a sustainable society are becoming a strong, worldwide trend. FamilyMart needs to respond to these consumer values by acting responsibly for the sake of future generations. It is both our mission and our responsibility to contribute to creating sustainable communities and societies by working to solve social issues, leveraging our connections with various stakeholders, including customers, business partners, and local communities.

Our unique initiatives

FamilyMart is a convenience store chain with over 16,000 locations nationwide. By utilizing our stores as a physical point of contact with customers, we can take on a variety of sustainability initiatives that are unique to FamilyMart.

The FamilyMart Food Drive is an initiative where households bring excess food in to our stores to donate to local welfares and facilities. This project began in 2021 and now has collection boxes set up at 4,500 stores nationwide as of May 2025, making it the largest food drive network in the country. We will continue to deepen our collaborations with local partners to provide food support to and reduce food waste in the community.

Also, starting in March 2025, the discount stickers placed on ready-meal products like rice balls and bento boxes that are nearing their expiration dates got updated “teary-eyed” designs that feature a rice ball character tearfully asking for help. The goal is to reduce customers’ psychological resistance to buying discounted items and remind them of the issue of food waste. Since this change, there’s been a significant increase in the frequency of discounted items being purchased.

Also, 2025 marks the third year of our efforts to raise awareness for childhood cancer. This project involves selling lemonade at our stores that was developed in collaboration with children who have cancer, from deciding on the flavor to the illustrations on the packaging. Through this initiative, we hope to spread accurate information about childhood cancer and create a society where children can grow up with a smile, even if they are diagnosed with cancer.

We will continue to take on new challenges like these that are unique to FamilyMart.

■ Five material issues

FamilyMart signed the UN Global Compact in 2017 and established its Basic Sustainability Policy. To further promote sustainable business practices, we identified five material issues that need to be addressed and have set goals to tackle these issues: eco-friendly practices, revitalizing communities, developing appealing products and services, establishing a reliable supply chain, and cultivating a rewarding organization and work environment.

■ Implementing Eco-Friendly Practices

The Famima Eco Vision 2050, established as a medium to long-term objective, promotes the reduction of greenhouse gas (CO₂) emissions, plastic waste, and food waste, with numerical targets set for 2030 and 2050. In addition to reducing CO₂ emissions through better energy conservation and integrating the latest energy efficient fixtures, we are also reducing our plastic usage by using 100% recycled PET bottles and paper containers for our original products.

■ Revitalizing Communities

As SDGs are being incorporated into formal education, we have launched a new FamilyMart Child Store Manager + SDGs program that utilizes our stores. Kids get hands-on experience manning the register and arranging products while also learning fun facts about FamilyMart's sustainability efforts. The Famima Children's Cafeteria aims to spur local interactions and is expanding its partnerships through collaborations with various companies and organizations.

■ Developing Appealing Products & Services

We listen to our customers' feedback to provide products and services that enrich their lives. Digital signage (FamilyMart Vision) set up inside the stores helps us provide content that is tailored to the needs of the local community. We are promoting the integration of universal services to make our stores even more user friendly for a diverse range of customers.

■ Establishing a Reliable Supply Chain

Our goal is to provide safe and secure products and services plus the sustainable procurement of raw materials based on fair and transparent relationships with our business partners. We will continue to foster good partnerships while having a positive impact on human rights, labor practices, the environment, and spoilage prevention throughout our supply chain.

■ Cultivating a Rewarding Organization & Work Culture

We want to help create a society where everyone can live fulfilling lives and diversity is embraced based on a respect for human rights through LGBTQ+ awareness-raising activities both inside and outside the company, as well as through supporting the endeavors of employees with disabilities. We will continue to promote diversity and inclusion to help create an environment where a diverse range of personnel can shine.

We believe that FamilyMart can contribute to sustainability by addressing these material issues sincerely and steadily.

■ Sustainability in line with our motto “FamilyMart, Where You Are One of the Family!”

Based on our corporate motto of “FamilyMart, Where You Are One of the Family,” we regard the local community as family and have worked to provide convenience and help solve local issues.

We will continue to work closely with each area, seeing our customers and local communities as family to promote activities that help achieve a sustainable society.

July 2025

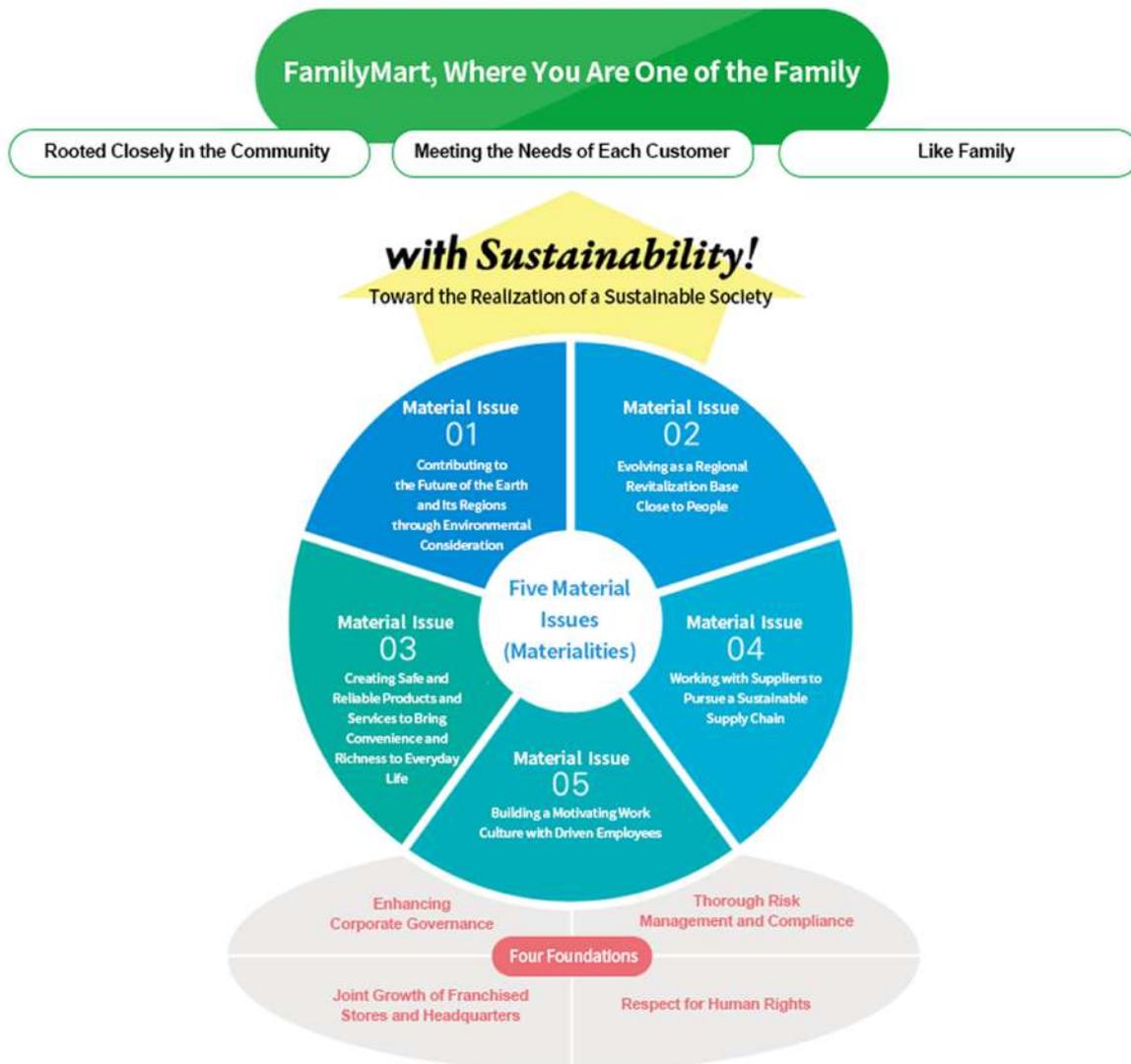


Representative Director and President, Kensuke Hosomi

FamilyMart 's approach to sustainability

Together with all stakeholders
Engaging in sustainability activities
with Sustainability!

We will continue to work in partnership with all of FamilyMart 's stakeholders, including customers, franchisees, and business partners, to sincerely and steadily promote sustainability initiatives that are unique to FamilyMart and work to create a sustainable society.



A message from the board of directors

FamilyMart has signed the United Nations Global Compact to promote sustainable corporate management and has formulated a basic sustainability policy. We have also set out five priority issues (materiality) and four foundations, including respect for human rights, and are continually working to solve social issues as a responsible company.

A Sustainability Committee has been established as an organization to oversee sustainability activities across the company, approving activity plans, managing progress, and reporting to the Board of Directors. In addition, each division chief, who is responsible for promoting sustainability, works with a "Sustainability Promotion Leader" selected from among those at the general manager level or above in their own division to lead the efforts of each division. In addition, in the "District Committee," which is a framework for bottom-up activities, everyone in the organization challenges themselves to take on sustainability-themed initiatives and promotes them.

As a result of these efforts, FamilyMart 's annual employee sustainability awareness survey showed high results, with 98% of employees responding that they "understand the importance of SDGs and sustainability and are interested in them" in fiscal 2025. In addition, 90% of employees responded that they "understand the importance of SDGs and sustainability and reflect them in their own work and act," demonstrating that many employees are able to work on sustainability with a high level of awareness.

Although there are headwinds against sustainability due to changes in the international situation, consumer awareness is also changing significantly. This trend will continue in the future, and FamilyMart needs to actively promote sustainability initiatives in response to the voices of consumers. We will also continue to proactively disseminate information so that everyone can easily understand. We believe that engagement that gains sympathy from everyone is essential for sustainable growth in the future.

Based on our corporate message of "FamilyMart, Where You Are One of the Family" we will continue to respond to changes in society, sincerely address the expectations and requests of our various stakeholders, and contribute to the realization of a sustainable society.



Chief Officer
Chief Marketing Officer (who is also the General Manger of the Marketing Division)
Hikaru Adachi

A Third-Party Opinion

In 1986, when I was a freshman in college, there was FamilyMart in the neighborhood where I lived, and I remember stopping by there almost every day. This was around the time when the number of convenience stores in urban areas was rapidly increasing. It has been about 40 years since then, and I am impressed by how FamilyMart has achieved "quality growth," including sustainability, along with the growth in scale as a business.



Over the past several years, Famima employees, from those closest to management to all employees, have made a continuous effort to make sustainability their own business and to "embed" it in their work and in their services. As a result, your awareness is clearly changing, and sustainability is even becoming part of the value that FamilyMart provides to consumers. This is extremely commendable.

I hope that the company will continue to provide the world with excitement while maintaining sustainability for the next 40 to 50 years. I look forward to it!

SDG Partners LLC
Representative Director and CEO
Kazuo Tase

Famima Eco Vision 2050 (medium- to long-term environmental goals)

FamilyMart has formulated the "Famima Eco Vision 2050" as a set of medium- to long-term goals for 2030 and 2050 in order to contribute to solving social issues, including environmental problems, and to realizing a sustainable society.

Famima Eco Vision 2050 sets medium- to long-term numerical targets based on three themes: reducing greenhouse gases (CO2 emissions), combating plastics, and reducing food waste, and aims to promote efforts to achieve these targets.

"Famima Eco Vision 2050"

Reduction of greenhouse gas (CO2)

CO2 emissions from store operations (Per store) (Compared to 2013)

2030

2050

50% Reduction



100% Reduction

Details of the initiative

By installing energy-efficient equipment, we will reduce electricity consumption in our stores and advance the reduction of CO2 emissions.

In addition, we will calculate emissions throughout the entire supply chain, from purchasing to distribution, sales, and disposal, and work toward reducing emissions.

[Click here for details on reducing greenhouse gases \(CO2\)](#)

Plastics

Sustainable Packaging and Sustainable Materials for Private Brand Products

2030

2050

60%

100%

Details of the initiative

We will promote the use of environmentally friendly materials, such as incorporating plant-based biomass plastics and recycled PET for containers and packaging materials.

In addition to original products, we will also promote the use of biomass in plastic bags, aiming for the proportion of environmentally friendly materials to be 70% by 2030, including for supplies.

▶ [Find out more about plastic measures here](#)

Reducing food waste

Food waste reduction (compared to 2018)

2030

2050

50% Reduction



80% Reduction

Details of the initiative

We will promote the reduction of food waste by improving the accuracy of product ordering and improving container and packaging to extend the shelf life of products.

We will use the food waste generated to make effective use of resources through initiatives such as food recycling loops.

▶ [Learn more about reducing food waste here](#)

* We will review our targets in response to changes in the environment.

▶ "Famima Eco Vision 2050" 2030 greenhouse gas (CO2) reduction target revised upward to 50%



Sustainability Management

Sustainability Management



Basic Policy ▶

We publish our various initiatives, including our basic sustainability policy.

Sustainability Promotion Structure ▶

This page describes our sustainability promotion system.

Identifying important issues ▶

It lists important issues and the process for identifying them.

Stakeholder Engagement ▶

Learn more about stakeholder engagement.

Cooperation with the international community ▶

This page describes our efforts in the international community.

Basic Policy

- ▼ Sustainability Policy
- ▼ Human Rights Policy
- ▼ Customer Harassment Policy
- ▼ Environmental Policy
- ▼ Biodiversity Conservation Policy
- ▼ Sustainability Procurement Principles
- ▼ Sustainability Action Guidelines for Supply Chain
- ▼ Social Contribution Policy

Convenience stores play an indispensable role in people's lives as an integral part of social and lifestyle infrastructure. FamilyMart has a nationwide network that exceeds 16,000 stores servicing more than 15 million customers each day, and maintains a workforce of over 200,000 employees. Under the slogan of "FamilyMart, Where You Are One of the Family," the Company and its stakeholders seek to move forward in partnership, based on a relationship of trust.

With this in mind, our mission is to exceed the expectations of customers by helping to resolve social issues in each region against the backdrop of a rapidly changing society. Our goals are to provide a better life for customers as well as local communities and to ensure that each day has fun and fresh appeal through the supply of our products and services.

Sustainability Policy

We at FamilyMart always aim to continue to provide new value in the world and to be a presence trusted by our customers.

In order to realize these goals, we are working to create a sustainable society in cooperation with our stakeholders, and have established the following basic policies.

1. We get involved in activities that lead to the development of local communities and contribute to better lives for everyone.
2. We provide products and services with consideration for safety, reliability, and health and construct the supply chain in accordance with fair business practices with our business partners.
3. We endeavor to give consideration to the global environment, nature, and biodiversity, prevent global warming, and form a recycling-oriented society.
4. We endeavor to support the development of the next generation together with local communities so that the children who will be responsible for the future can grow up healthily and happily.
5. We respect people and their rights regardless of their race, skin color, nationality, language, religion, thought, age, sex, sexual orientation, gender identity, gender expression, with or without disabilities, property, employment type, etc. and promote business activities which offer job satisfaction and enable all of the people involved in the business to be successful.
6. We comply with international norms and the laws and norms in the countries and regions in which we develop our businesses, and carry out our business activities faithfully.

[Established]September 2017 [Revised] June 2023

Human Rights Policy

FamilyMart strives to always stay relevant to customers and the communities. Working together with our franchised stores and business partners, we provide products and services that respond to the ever-changing demands of the society.

Instilled in our corporate message, “FamilyMart, Where You Are One of the Family,” is our earnest wish to connect with our stakeholders like a family and walk alongside them all the way. We acknowledge the importance of this connection between people in our business practices.

Based on these thoughts, as a signatory of the United Nations Global Compact, we comply with its ten principles and respect international norms on human rights, including the United Nations Guiding Principles on Business and Human Rights (the “UNGP”), OECD Guidelines for Multinational Enterprises, the International Bill of Human Rights, and the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work. We also have established FamilyMart’s Human Rights Policy as our basic policy for respect on human rights.

In order to implement this policy, the Sustainability Committee, an advisory body to the president, will cooperate with all divisions to promote human rights initiatives under the supervision of the chairman.

1. Policy scope

We operate on the basis of this policy which strongly recognizes that all executives and employees of FamilyMart Co., Ltd. and affiliates possess fundamental human rights. They must be respected and simultaneously must respect the fundamental human rights of all stakeholders.

We acknowledge that our activities and the activities of our affiliates and business partners may have adverse impact on the human rights of our stakeholders such as our customers and regional communities.

Therefore, our business partners as well as their concerned parties are expected to understand and support this policy. We will also continue to work closely with them to promote the respect for human rights, by encouraging constant communication and thorough sharing of information.

2. Significant human rights issues

As a sustainable company operating in a diverse society, we consider the following as significant human rights issues.

- Prohibition of human trafficking, forced labor, and child labor
- Ensuring mental and physical health, and safety
- Prohibition of prejudice or discrimination on the basis of race, skin color, nationality, language, religion, thought, age, sex, sexual orientation, gender identity, gender expression, with or without disabilities, property, employment type, etc.

- Prohibition of all harassment, bullying and unfair treatment
- Freedom of association of workers and respect for collective bargaining rights
- Ensuring minimum wages and managing proper working hours
- Provision of safe and reliable products and services to consumers, and disclosure of important information regarding said products and services
- Protection of privacy

3. Human rights due diligence

■ Policy

We strive to develop proper human rights due diligence system based on the UNGP, and identify, evaluate, prevent, mitigate, and correct negative impacts of our activities on human rights, while placing value on dialogue with stakeholders.

Furthermore, we will comply with the laws and regulations in the countries and regions in which we operate. We will respect internationally recognized human rights to the greatest extent possible in the circumstances, even when faced with conditions that conflict with international human rights principles.

■ Implementation

Regarding human rights due diligence, we and our business partners will continuously implement and improve on the following:

1. Understand and comply with laws and regulations regarding human rights.
2. Evaluate adverse human rights impact of current business practices on a regular basis, and when starting new businesses.
3. Appropriately communicate the identified human rights violations to those who will be directly affected (includes possibility of being affected) or their representatives, in order to take preventive and mitigating measures.
4. Establish appropriate and effective grievance mechanisms, and provide relief and corrective action through appropriate procedures and dialogue, in the event of our business activities causing or evidently contributing to human rights violations.
5. Prevent reoccurrence of human rights violations by evaluating and verifying the effectiveness of current measures, while taking both internal and external opinions into consideration.

4. Information disclosure

We disclose the progress of our human rights activities through our website and other communication channels.

5. Understanding, promoting, and penetration

In order to promote and integrate this policy into all our business activities, we strive to appropriately and efficiently educate and raise awareness of all executives and employees.

We will also communicate this policy to our business partners and their concerned business parties, and ensure their understanding and thorough implementation.

[Established] October 2020 [Revised] January 2025

[▶ Click here for specific initiatives](#)

Customer Harassment Policy

Under the corporate message "FamilyMart, Where You Are One of the Family," FamilyMart views the local community as a family and is committed to providing safe, reliable, and high-quality products and services. We aim to meet customer expectations and adhere to legal compliance while focusing on environmental sustainability and human rights. Our goal is to contribute to building a sustainable community and society through these efforts.

However, some customers using FamilyMart's services have engaged in behaviors that amount to customer harassment. Such actions harm the dignity of each individual employee at FamilyMart and contribute to the deterioration of a safe and comfortable working environment.

To continuously provide safe, secure, and high-quality services, it is essential to take firm action against acts of customer harassment and to ensure the safety of each individual employee. Therefore, we have established the "FamilyMart Customer Harassment Policy" as follows.

Response to and Initiatives for Addressing Customer Harassment

To protect the safety of each individual employee at FamilyMart, if customer harassment occurs, we will coordinate with external experts such as the police or lawyers to ensure appropriate action is taken, and we will address the situation strictly in accordance with this policy.

- Clarification of Corporate Stance through the Disclosure of the "FamilyMart Customer Harassment Policy"
- Procedures for Informing, Educating, and Responding to Issues for Each Individual Employee at FamilyMart
- Implementation of Education and Training for Each Individual Employee at FamilyMart
- Establishment of a Consultation and Reporting System for Each Individual Employee at FamilyMart

Definition of Customer Harassment

Complaints or behavior from customers that are deemed unreasonable, or where, considering their validity, the means or manner of fulfilling the request is socially inappropriate and may potentially harm the working environment of each individual employee at FamilyMart.

[Examples of relevant behaviors] *The following are examples and are not limited to these.

- Physical and psychological attacks (assault, injury, threats, slander, defamation, insults, abusive language) and intimidating behavior
- Continuous or Persistent Behavior
- Discriminatory Behavior and Sexual Conduct
- Personal Attacks and Demands
- Posting of personal information, etc., on social media and online (including publication of photos, audio, and video)
- Demanding Unreasonable or Excessive Services
- Demands for product exchange, monetary compensation, or apologies without valid justification

FamilyMart is committed to respecting the human rights of each individual employee and to continually maintaining a safe and secure working environment for all.

[Enacted] September 2024

Environmental Policy

FamilyMart will work earnestly to become a store that is rooted closely and evolves as an integral part of the local community. We will foster close ties with business partners like a family, and want customers to feel part of the neighborhood family.

We will contribute to the sustainable development of local communities through environmentally conscious initiatives that are based on our principles. To promote this, we periodically evaluate the environmental impact of our business activities and set environmental goals, and improve our environmental performance.

Moreover, we have set the following policy to continuously remedy of the environmental management system, and also work on preventing pollution and protecting the environment.

I. Caring for the environment through our business activities

(1) Continue providing high-quality products and services that impress customers by always keeping in mind environmental considerations, safety, and reassurance when developing and selecting products and services.

(2) For product delivery we aim to build and operate a continually efficient delivery system while at the same time promoting the use of low-polluting delivery vehicles.

(3) In our stores we are introducing equipment and materials that contribute to conserving energy and materials.

We also strive to appropriately maintain our equipment and properly dispose of used equipment.

(4) During store operation we engage in environmental activities that always take into consideration the community, society, and nature.

Further, the waste generated by our stores is properly processed and recycling promoted.

(5) All offices undertake energy and resource conservation, recycling, and the proper disposal of waste while promoting waste reduction.

In addition, vehicles with a low environmental load are being introduced for use as company vehicles and employees always drive keeping the environment and safety in mind.

II. Respecting environmental laws and regulations

Fulfill our duty to observe the environmental laws, regulations, and related requirements.

III. Organizations and awareness-raising

Create an organization and operation system for the Environment Management System. Further, we conduct awareness activities to make the environmental policy known to everyone in the organization and improve consciousness of environmental preservation and consideration.

[Established] November 1998 [Revised] September 2019

[▶ Click here for specific initiatives](#)

Biodiversity Conservation Policy

Based on our corporate slogan of “FamilyMart, Where You Are One of the Family,” we regard the local community as family and hope to continue as an important presence in the community by providing convenience and helping to solve local issues.

On the other hand, we recognize that the business activities we carry out together with local communities are both supported by and have an impact on biodiversity, which is the source of nature’s bounty, and that biodiversity loss is a global issue.

As such, we therefore support the Kunming-Montreal Global Biodiversity Framework*¹ and promote initiatives to achieve a circular economy and nature-positive future (nature restoration), aiming for a future where we coexist with nature and where our “family” is happy.

◆ Together with the local community

- Recognize that we are dependent on domestic and overseas ecosystems and local communities for our business activities and aim to reduce the negative impact we have on them.
- Cooperate with local producers, support sustainable production (including the acquisition of sustainability certifications), and continue to evolve supply chains with close ties to the community.

◆ Through products and stores

- Promote local biodiversity initiatives and business development, recognizing the role of convenience stores as social infrastructure.
- Actively promote the procurement of sustainable raw materials, such as adopting environmentally friendly containers and packaging when developing products and services.
- Promote the use of renewable energy and effective resource use for store operations in an effort to reduce environmental impacts.

◆ Toward stakeholder collaboration

- Communicate the importance of biodiversity to our customers through our products and services, striving to connect that importance to individual consumption behavior.
- Strive to restore biodiversity and carry out awareness-raising activities through communication with NPOs, educational institutions, local governments, etc.
- Foster understanding and knowledge of biodiversity among franchised stores and employees to create a society that nurtures biodiversity.
- Expect vendors and suppliers to give consideration to biodiversity as much as possible.

We will establish a management system and disclose information on these policies in accordance with the TNFD*²

*¹ : The 2030 global target adopted at the 15th Conference of the Parties to the Convention on Biological Diversity (COP15).

*¹ : The 2030 global target adopted at the 15th Conference of the Parties to the Convention on Biological Diversity (COP15).

*² : Taskforce on Nature-related Financial Disclosures: A taskforce that establishes a framework for the appropriate assessment and disclosure of corporate risks and opportunities related to natural capital and biodiversity.

[Established] May 2010 [Revised] July 2023

Priority Matters

◇Original product initiatives

- Work with local producers to promote the effective use of local products and encourage sustainable production.
- Promote sustainable raw material procurement, including the introduction of certified raw materials.
- Promote effective use of out-of-specification foods (size, shape, etc.) to reduce food waste during production.

◇Plastic product initiatives

- For containers and packaging of our original products, aim to achieve 60% environmentally friendly materials by 2030 and 100%* by 2050.
- Review the design of containers and packaging for our original products to reduce the amount of plastic used.
- Aim to reduce the amount of petroleum-based plastic used in cutlery and straws to 50% by 2030 compared against 2019.

*Aiming to achieve a 70% rate of environmentally friendly materials in our products by 2030, including office supplies.

We will also analyze our dependence and impact on biodiversity, and identify matters to address further. As a whole, we will promote initiatives through our stores that will lead to better understanding of biodiversity and biodiversity-aware consumption behavior.

[▶ Click here for specific initiatives](#)

Sustainability Procurement Principles



In its business activities, FamilyMart accepts the social responsibility of working toward realizing a sustainable society such as preserving the global environment and protecting human rights.

For this purpose, we are pursuing business activities that are based on the spirit of mutual development (CO-GROWING) in line with fair rules for producers and business partners, realizing sustainable growth and focusing on the principles below.

1. We preserve biodiversity, eliminate natural resource transactions, gathering, and fishing conducted illegally.
2. We reuse renewable resources to protect natural resources at extreme risk of depletion.
3. As the safety, security and health of customers is the highest priority, we work to secure the traceability of agricultural, livestock and marine products and disclose information to customers that is easy to understand.
4. We comply with laws and social norms and aim at a sustainable society together with producers and business partners who take social responsibility, including human rights, workers, health and safety, and global environmental preservation.

[Established] February 2018

[▶ Click here for specific initiatives](#)

Sustainability Action Guidelines for Supply Chain



1. Comply with laws and regulations

We comply with international norms as well as the laws and norms of countries and regions where we conduct business and engage in conscientious business activities.

2. Human rights

We respect individuals and their rights regardless of race, skin color, nationality, language, religion, thought, age, sex, sexual orientation, gender identity, gender expression, with or without disabilities, property, employment type, etc. and we do not participate in human rights abuses.

We commit to the health and safety of our employees by providing a comfortable working environment. In addition, we also prohibit discrimination, inhumane treatment and forced labor in hiring and employment.

3. Fair business

In accordance with sound business custom when doing business, we conduct business based on appropriate conditions and work against corruption in all forms including extortion and bribery.

4. Environment

We strive to preserve the environment, nature and biodiversity, and prevent pollution, addressing climate change through measures such as reducing greenhouse gas emissions and reducing energy consumption. We are also working towards creating a sustainable society by reducing, properly disposing of and recycling waste, as well as cutting back and optimizing our resource consumption.

5. Product quality & safety

We provide products and services that are safe, reliable and healthy for customers, and in the case of accidents or defects, respond by quickly disclosing information and notifying competent authorities.

6. Synergy with local communities

We connect with activities related to development of local communities, we contribute to a better regional life through being environmentally responsible for impacts around business sites and plants.

7. Supply chain system maintenance

Based on social norms and in response to social demands, we are working to build a sustainability promotion system and internal control systems, as well as maintain risk control systems. We are also increasing sustainability awareness of and dissemination in our own supply chain.

[Established] February 2018 [Revised] June 2023

[▶ Click here for specific initiatives](#)

Social Contribution Policy

Through this Policy, FamilyMart works for balanced development at the international and regional levels, and for greater spiritual affluence in society.

1. As a company with international operations, we contribute to realizing a prosperous global community and to activities that protect and nurture the environment.
2. To meet the expectations of local communities and win their trust, we take care to build links and live in harmony with them.
3. As part of our role in helping create safe, secure neighborhoods, we support the sound development of youth.
4. We support the individual efforts of our employees to get involved in social contribution activities.

[Established] March 2007

[▶ Click here for specific initiatives](#)

Sustainability Promotion Structure

FamilyMart has established a Sustainability Committee to oversee company-wide sustainability activities, approving action plans and managing progress.

To promote sustainability, each department implements specific sustainability activities through their own operations, based on FamilyMart's basic policies, medium- to long-term plans, and decisions made by the Sustainability Committee.



2025 Sustainability Committee Members

Chairperson	CMO* (and Head of Marketing) *CMO: Chief Marketing Officer
Committee Members	General Manager of Operations, General Manager of Construction and Property Management, General Manager of Merchandising, General Manager of Manufacturing Infrastructure and Quality Control, General Manager of Logistics, General Manager of Creative Office & 8, Assistant General Manager of Creative Office & 8, General Manager of Corporate Planning, General Manager of Administration, Assistant General Manager of Marketing, General Manager of Store Operations, General Manager of Energy Management, General Manager of Merchandising, General Manager of Manufacturing Infrastructure Development, General Manager of Logistics Planning, Full-time Auditor

Sustainability promotion structure in each division



Each division chief is appointed as the promotion manager, and the promotion managers appoint a person of their own division who holds a general manager or higher position as a "sustainability promotion leader." The division chief and the promotion leader work together to lead the sustainability efforts of each division. Furthermore, the "district committees," which are a framework for bottom-up activities, are also taking on sustainability-themed initiatives, and everyone in the organization is participating in and promoting these activities.

Make it a rule to incorporate sustainability elements into action plans set by division chiefs and general managers



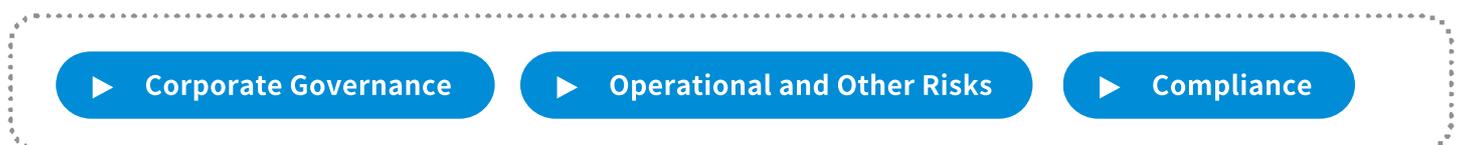
Starting in fiscal 2022, when the "With Sustainability! Activities" began, all division chiefs and department heads have incorporated sustainability initiatives into their department action plans to promote unique sustainability in line with the medium-term management plan. Each department is working to execute and achieve its plan while taking advantage of its own business characteristics.

Sustainability Promotion Leaders Lead Activities in Each Department



Sustainability Promotion Leaders work to ensure that each department understands and implements sustainability principles and incorporates them into their operations, and they lead efforts suited to the characteristics of their department's operations.

Related links



Identifying important issues

Identification Process of Material Issues

FamilyMart believes that precisely because it operates convenience stores, which are an integral part of people's lives, it is important for it to adapt to changes in society and respond thoroughly to the requests and expectations of its stakeholders.

Therefore, in order to understand and manage the impact that FamilyMart 's business has on society, we identified important issues (materiality) for the first time in fiscal 2017. In fiscal 2019, taking into account our change to a business structure based solely on convenience stores, we once again reviewed our "important issues" by reorganizing our external environment and social issues, as well as the expectations and requests of our stakeholders. In the process of reviewing the five important issues thus identified and the four foundations that support their resolution, we clarified our policy of contributing to the achievement of the SDGs by helping to resolve social issues through our business, which will in turn lead to the realization of FamilyMart 's basic philosophy.

Going forward, the departments in charge of each issue will continue to work together with the Sustainability Promotion Department to implement the PDCA cycle under the Sustainability Committee to continue and strengthen more effective sustainability activities by setting targets and KPIs for each important issue, including Famima Eco Vision 2050 Eco Vision 2050, our medium- to long-term environmental targets.

Process for reviewing and identifying important issues (materiality)

STEP 1

Identifying, organizing, and extracting issues

Extract issues related to our company through external and internal environment analysis.

External environment analysis

We conduct comprehensive analysis of SDGs, international standards, norms and initiatives, ESG evaluations, customer requests, as well as the activity indicators of benchmark companies.

- **Main analysis indicators:** SDGs, Paris Agreement, UN Global Compact, ISO26000, GRI Standards, SRI/ESG evaluation, SASB, industry targets, etc.

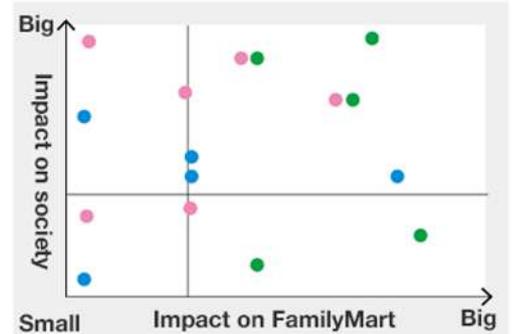
Internal Environment Analysis

Analyze our basic philosophy, standards, business strategy, etc.

- Basic philosophy, business plans, various policies, etc.

STEP2**Materiality assessment**

The extracted issues are assessed and verified in terms of their impact on society and on our company, and key issues (proposed) are identified.

**STEP3****Validity assessment**

After exchanging opinions with the departments in charge of each issue and having external experts review and exchange opinions, we verified the validity and consistency of the issues and created a "Final Draft of the Key Issues Matrix."

STEP4**Identifying important issues**

The "Final Materiality Matrix" created in STEP 3 was categorized into five materiality themes and four foundational themes that support their resolution, taking into consideration the connection with the Company's basic philosophy, contribution to the SDGs, and ease of penetration and understanding both inside and outside the company. The themes were approved at the Management Meeting and confirmed at the Board of Directors Meeting.

STEP5**Setting goals and KPIs for important issues**

For each material issue, the department in charge of each issue and the Sustainability Promotion Department worked together to consider industry trends, requests from stakeholders and society, and the progress of our activities for each issue, and proposed goals and KPIs were discussed and approved by the Sustainability Committee. Going forward, we will regularly report and confirm progress toward our goals to increase the effectiveness of our efforts.

FamilyMart 's Key Issues

1. Contributing to the "future of the region and the earth" through environmental considerations



Issues that FamilyMart must address

- ▶ Continuous improvement of the environmental management system
- ▶ Tackling food loss and waste
- ▶ Climate change mitigation and adaptation
- ▶ Sustainable resource use and prevention of environmental pollution
- ▶ Biodiversity Conservation

2. Evolution as a hub for revitalizing the local community that is close to people



Issues that FamilyMart must address

- ▶ Development and revitalization of local communities
- ▶ Disaster prevention and support for affected areas
- ▶ Healthy Development of the Next Generation
- ▶ Supporting and collaborating with NGOs and NPOs
- ▶ Cooperation with local governments

3. Creating safe and secure products and services that realize "convenient and prosperous lives"



Issues that FamilyMart must address

- ▶ Providing products and services that enrich people's lives
- ▶ Improving convenience through digitalization
- ▶ Rapid response to customer feedback

4 Pursuing a sustainable supply chain together with our business partners



Issues that FamilyMart must address

- ▶ Promoting fair and transparent business activities
- ▶ Responsibility for safe and reliable products and services
- ▶ Building responsible supply chain management/Promoting sustainable raw materials procurement

5. Creating a rewarding organizational culture and developing human resources



Issues that FamilyMart must address

- ▶ Diversity & Inclusion
- ▶ Human Resource Development Initiatives
- ▶ Healthy, safe and comfortable working environment

Stakeholder Engagement

FamilyMart 's Stakeholders



FamilyMart aims to contribute to building a sustainable society, and believes that proactive and ongoing constructive dialogue and collaboration with stakeholders is essential. Based on this approach, we create opportunities to directly hear the needs and expectations of stakeholders regarding the responsibilities and roles that the company should fulfill in society through its business activities. We use the valuable opinions and requests we receive to review our key issues and improve our business activities, leading to higher quality product development and services, as well as improved brand management.

Promoting this type of engagement also helps build good relationships with stakeholders and is a fundamental activity that supports our evolution into a company that is even more trusted by society.

We have had the opportunity to hold numerous engagement events and received many opinions and requests. Below, we would like to introduce the status of our main stakeholder engagement activities.

 [Click here to read the Partnership Building Declaration\(JP\)](#)

 [Click here for the Multi-Stakeholder Policy\(JP\)](#)

 [FamilyMart policy on customer harassment can be found here\(JP\)](#)

FamilyMart 's Stakeholder Engagement



Customers

Method/Content	Results and Evaluation (2024)	Response/Plan
Daily sales activities at the store	Approximately 16,300 stores nationwide, with a total of approximately 15 million customers per day	Development and improvement of products and services that meet consumer needs
Receiving and responding to opinions and requests at the Customer Service Center	Number of comments to the Customer Service Center: 81,352	Improving the quality of store operations, including product lineup, customer service, and cleanliness
FamilyMart's app "FamiPay" delivers information optimized for each individual user	FamilyMart's app "FamiPay" total downloads: Approximately 25 million (as of June 2025)	Improving communication opportunities through store facilities and digital technology
Information dissemination via in-store digital signage	Number of stores with digital signage: Approximately 10,200 (as of March 2025)	
Information dissemination through websites and communication via SNS	Official X account (@famima_now): Approximately 5.7 million followers (as of June 2025)	



Local Community

Method/Content	Results and Evaluation (2024)	Response/Plan
Revitalizing local communities through support for children and the elderly	Developing problem-solving sustainability activities through collaboration agreements with local governments, NGOs/NPOs, and schools	Expansion of community-based events and programs in stores and online
	Famima Children's Cafeteria: Approximately 700 events held since its launch in fiscal 2019, with approximately 8,200 participants	An event where children can not only eat together but also experience cashiering and arranging products.
SDGs awareness-raising activities for elementary school to high school students	"Thank You Letter Contest" sponsored by the Ministry of Education, Culture, Sports, Science and Technology: Held 16 times , with a total of approximately 25,000 participating schools and organizations, and over 450,000 applications	
	Famima Academy (off-site lessons)	Employees from a wide range of departments will be appointed as instructors to improve the quality of programs that meet the needs of the educational field.
Regional Comprehensive Cooperation Agreements with Local Governments	Comprehensive partnership agreements concluded with all 47 prefectures nationwide	
Working with NGOs/NPOs to solve social issues	FamilyMart Food Drive: 4,531 stores in 47 prefectures (as of May 2025)	In order to further enhance food donations, we will continue to work to increase the number of participating stores and to develop cooperative partners.
	The total number of organizations that have received grants to date with the aim of supporting "Children's Cafeterias" is: 5,213	Provision of subsidies through FamilyMart Connecting, Connecting, Children's Cafeteria Support Project
In-store donation collection activities to support NGOs/NPOs activities and disaster recovery efforts	In-store donations in fiscal 2024: Approximately 560 million yen Regular communication with NGOs and NPOs	Effective use of in-store donations, corporate donations, and solutions to social issues
Dialogue with the local community through daily store operations	Crime prevention, such as preventing special fraud, and disaster prevention and disaster support efforts	Continuing to provide customer service that is considerate of each individual customer



Affiliated stores/store staff

Method/Content	Results and Evaluation (2024)	Response/Plan
Communication with stores through online events and direct visits by top management	Direct visits to affiliated stores: Approximately 40 stores nationwide	Building deeper relationships of trust between franchisees and headquarters
Supervisor patrols the store	Advice, evaluation and guidance on store management, and regular checks on implementation status	Promoting store management efficiency, expanding support, and improving profitability
Holding of management policy/product policy briefing sessions	"FamilyMart EXPO" exhibition for franchisees held once a year (twice a year) online)	Reduce store operations and promote digitalization
Strengthening and improving various support systems for store managers and store staff	Health checkup support services provided to franchisee and store staff: 5,419 people	
Consultation reception and visits by the franchisee consultation room	Number of inquiries to the franchisee consultation room: 2,466 items Of these, online consultations 187 items Store visit by counselor: 2,784 members	
Information distribution via portal site and affiliated store newsletter	Providing information on affiliated store portal site Publication of the franchise store newsletter "FAMILY": 10 times Affiliate store roundtable discussion: 5 times/approx. 200 people	



Business Partners

Method/Content	Results and Evaluation (2024)	Response/Plan
Sharing, coordinating and implementing sustainability-related policies and product policies	Informed 483 business partners about our sustainability-related policies	Increase understanding and support for FamilyMart sustainability-related policies
Promoting sustainable procurement in the supply chain	SAQ (Self-Check Questionnaire) was conducted for business partners: 208 companies	Expanded scope of supplier SAQ and monitoring audits
	Conducted monitoring audits of business partners: 25 companies	Improve response rates to supplier surveys
	Inspections of factories contracted to manufacture ready-made meals: 75 factories	
	Human rights checklist implementation: 75 factories	
Operation and response of customer consultation desk	Employee hotline and business partner helpline operations: 115 cases per year	



employee

Method/Content	Results and Evaluation (2024)	Response/Plan
Messages from the top management, direct visits, and online communication	Message from the top: 15 times Visits to offices across the country to meet with managers: 300 people Direct communication through roundtable discussions: Total number of participants Approximately 100people	
Employee opinion survey	Employee engagement survey (annual): Response rate: 97.2%	
Conducting diversity penetration surveys and LGBTQ education	Diversity penetration survey: 90.7% (January 2025)	Promoting diversity and inclusion
Enhancement of in-house awareness-raising and systems regarding "Business and Human Rights"	E-learning and post-course confirmation test: 100% participation rate and correct answer rate	Identify the negative impacts on business and establish mechanisms and systems for prevention
Providing LGBTQ education	Number of ALLY*1 members: 1,500 (June 2025)	Create opportunities to learn about and understand LGBTQ, and expand the circle of ALLYs who understand and support LGBTQ.
Employee training/self-development	Training hours per person: 20.4 hours	Creating a systematic training program to enhance and maximize the capabilities of employees
Childcare, nursing care, etc. systems	Sukusuku Vacation*2: Acquisition rate: 53.6% Number of people qualified to take the Dementia Supporter Course: 3,946 (as of February 2025)	Expansion of various systems to suit different life stages
Promoting the active participation of people with disabilities and expanding job opportunities	Hiring new graduates with disabilities at stores and expanding job opportunities for mid-career hires	Expanding the network with special needs schools and employment transition support businesses, and accepting tours and internships
	Employment rate of people with disabilities: 3.19% (calculated as of June 1, 2024)	
Promoting health and productivity management	Health Awareness Survey: Response rate 96.1% (June 2024) Stress check: Response rate 96.1% (June 2024)	Promoting mental and physical health
Information dissemination via portal site and online company newsletter	Providing information through the employee portal site Distribution of online company newsletters: Approximately 200	
Promoting employee interaction across departments	Cross-departmental exchange event "Fami Talk" held: 12 times	
Making sustainability a personal issue "With Sustainability!" Activities	Internal newsletter on sustainability: "With Sustainability!" 12 times FamilyMart Eco Action, an activity to raise employee awareness of environmental issues: Participants Approximately 4,300 people (June 2024)	

※1 Someone who understands LGBTQ and actively supports and acts against them.

※2 Paid childcare leave available to both men and women until the child reaches the first year of elementary school (up to five days per year regardless of the number of children. Can be taken in one-day increments).

Cooperation with the international community

Supporting the initiative

United Nations Global Compact

WE SUPPORT



Activities:

The United Nations Global Compact is a global initiative to achieve sustainable growth in the international community, centered on 10 principles in the four areas of human rights, labor, the environment, and anti-corruption, and participating companies and organizations are expected to take action to create a better world. We signed the United Nations Global Compact in September 2017. We have formulated our Human Rights Policy based on these principles.

TCFD (Task Force on Climate-Related Financial Disclosures)



Activities:

The TCFD is a task force established by the Financial Stability Board (FSB) at the request of G20 finance ministers and central bank governors. It aims to ensure proper capital allocation, efficient financial markets, and a sustainable and stable economy by examining how companies should disclose information on risks and opportunities associated with climate change and enabling appropriate evaluations by investors. FamilyMart endorsed the purpose of the TCFD's final report in February 2020. We will disclose information on the four core elements of organizational management recommended by the TCFD: "governance," "strategy," "risk management," and "metrics and targets."

TNFD (Taskforce on Nature-related Financial Disclosures)



Activities:

This organization supports discussions and activities at the TNFD, an international organization established to build a framework for corporate risk management and disclosure regarding natural capital and biodiversity. The TNFD Forum provides support with expert knowledge for building an information disclosure framework and shares information related to the TNFD.

SBT (Science Based Targets) Initiative



Activities:

This is a joint initiative by international NGOs CDP, the United Nations Global Compact, the World Resources Institute (WRI), and the World Wide Fund for Nature (WWF) to promote the setting of science-based greenhouse gas reduction targets (SBT) toward the goal of the Paris Agreement of limiting the increase in global average temperature due to climate change to a maximum of 2 degrees Celsius above pre-industrial levels. In March 2020, the greenhouse gas reduction target set by FamilyMart was certified as an SBT.

Japan Climate Initiative

Activities:

This is a network where Japanese companies, local governments, NGOs, and others who are actively working to combat climate change can share information and exchange opinions. Companies that support "joining the world at the forefront of decarbonization from Japan" participate.

Decarbonization Management Promotion Network

Activities:

We are holding study sessions and exchanging information as part of the "Program to Promote Improvement of Corporate Value through Carbon-Free Management" developed by the Ministry of the Environment to promote and support the efforts of companies to reduce greenhouse gas emissions throughout their supply chains and to achieve carbon-free management.

Clean Ocean Materials Alliance (CLOMA)



Activities:

In order to solve the problem of marine plastic waste, a new global issue, we aim to promote the sustainable use of plastic products and the development and introduction of alternative materials, and to accelerate innovation through public-private partnerships.

Green Purchasing Network



Activities:

This is a network that promotes green purchasing in all fields in order to build a social system based on sustainable production and consumption. It aims to make all products and services green, and to turn all organizational purchasers and individual consumers into green consumers.

Food Safety Management Association

Activities:

With the aim of improving food safety, quality control, and trust-keeping efforts of food-related businesses, we are engaged in establishing, operating, and standardizing food safety management standards and certification schemes, as well as developing human resources involved in these activities.

Japan Retail Association

Activities:

An industry association made up of various retail businesses in Japan, it carries out various activities to promote the development of the retail industry, including research into business continuity plans (BCPs), labor shortages, and the declining birthrate and aging population, among other social issues related to the retail industry.

Japan Franchise Association

Activities:

The organization is primarily made up of companies that operate franchise businesses, with the aim of promoting the healthy development of the franchise system, and also works to address various social issues that require an industry-wide response.

Towards achieving the Sustainable Development Goals (SDGs)

The Sustainable Development Goals (SDGs) were adopted at the United Nations Summit in September 2015 as international goals aimed at creating a sustainable and better world by 2030. They aim to achieve various goals, including those addressing poverty and hunger, health and welfare, sustainable production and consumption, and climate change. As a company that constantly provides new value, FamilyMart will contribute to the sustainable development of society, work to resolve social issues, and reduce environmental impacts, thereby helping to achieve the SDGs.



Promoting ISO26000

ISO26000 (Guidelines for Social Responsibility) is an international standard that was published on November 1, 2010, and was agreed upon through discussions by stakeholders with various backgrounds from over 90 countries and regions around the world.

FamilyMart 's Sustainability Policy is based on the "Seven Core Themes" set out in ISO 26000, and will continue to promote initiatives through its core business while remaining aware of the social responsibilities it must fulfill.



Seven core subjects of ISO26000

	Sustainability Policy	Seven related core subjects
-	preamble	Organizational Governance
1	We get involved in activities that lead to the development of local communities and contribute to better lives for everyone.	Community Involvement and Development
2	We provide products and services with consideration for safety, reliability, and health and construct the supply chain in accordance with fair business practices with our business partners.	Consumer Issues Fair Operating Practices
3	We endeavor to give consideration to the global environment, nature, and biodiversity, prevent global warming, and form a recycling-oriented society.	Environment
4	We endeavor to support the development of the next generation together with local communities so that the children who will be responsible for the future can grow up healthily and happily.	Community Involvement and Development
5	We respect people and their rights, regardless of race, skin color, nationality, language, religion, ideology, age, sex, sexual orientation, gender identity, gender expression, disability, property, employment status, etc., and we promote business activities that allow all people involved in our business to thrive and find their work rewarding.	Human rights Labor Practices
6	We comply with international norms and the laws and norms in the countries and regions in which we develop our businesses, and carry out our business activities faithfully.	Fair Operating Practices

Addressing important issues



Priority Issue 1: Through environmental considerations Contributing to the "future of the region and the earth"

- ▶ Social background and awareness of issues
- ▶ Continuous improvement of the environmental management system
- ▶ Tackling food loss and waste
- ▶ Climate change mitigation and adaptation
- ▶ Sustainable resource use and prevention of environmental pollution
- ▶ Biodiversity Conservation



Priority Issue 2: Evolving into a people-oriented hub for revitalizing the local community

- ▶ Social background and awareness of issues
- ▶ Development and revitalization of local communities
- ▶ Disaster prevention and support for affected areas
- ▶ Healthy Development of the Next Generation
- ▶ Supporting and collaborating with NGOs and NPOs
- ▶ Cooperation with local governments



**Priority Issue 3:
Realizing a convenient and prosperous life
Creating safe and secure products and
services**

- ▶ Social background and awareness of issues

- ▶ Providing products and services that enrich people's lives

- ▶ Improving convenience through digitalization

- ▶ Rapid response to customer feedback



**Priority Issue 4:
Working with Business Partners
Pursuing a sustainable supply chain**

- ▶ Social background and awareness of issues

- ▶ Promoting fair and transparent business activities

- ▶ Responsibility for safe and reliable products and services

- ▶ Building responsible supply chain management/Sustainable raw material procurement



Priority Issue 5: Creating a rewarding organizational culture and developing human resources



- ▶ Social background and awareness of issues
- ▶ Diversity & Inclusion
- ▶ Human Resource Development Initiatives
- ▶ Healthy, safe and comfortable working environment

Related links

- ▶ Towards achieving the Sustainable Development Goals (SDGs)
- ▶ Process for identifying key issues

Priority Issue 1: Contributing to the "future of the region and the planet" through environmental considerations



Social background and awareness of issues

With the international community reaching an agreement on the Sustainable Development Goals (SDGs), the establishment of goals and frameworks for mitigating and adapting to climate change and creating a circular economy is accelerating, and expectations for companies to take action are growing.

FamilyMart In the course of its daily business activities, emits approximately 7.16 million tons of CO₂ per year, 250,000 tons of waste from its stores, and 51,000 tons of food waste. We believe that proactively taking measures to address these environmental issues is not only important for FamilyMart 's business, but also a social responsibility.

To that end, FamilyMart has established environmental and biodiversity conservation policies, as well as a mid- to long-term environmental goal, the Famima Eco Vision 2050 FamilyMart has set numerical targets for three areas that it considers to be particularly important: 1) reducing greenhouse gas emissions, 2) taking measures against plastics, and 3) reducing food waste, and is actively working to resolve these environmental issues.

FamilyMart has stores nationwide and serves as social infrastructure, which is why we want to contribute to the realization of a sustainable society as a company that contributes to the SDGs.



Our Vision

FamilyMart regards the local community as a "family" and aims to contribute to creating a sustainable community and society in addition to providing products and services. Based on this concept, we are working to solve environmental problems through our environmental management system.

In our activities, we go beyond complying with environmental laws and regulations to set numerical sustainability targets, including those set out in the "Famima Eco Vision 2050," and work to achieve these targets.

Attempt



Continuous improvement of the environmental management system ▶

Climate change mitigation and adaptation ▶

Biodiversity Conservation ▶

Tackling food loss and waste ▶

Sustainable resource use and prevention of environmental pollution ▶

Basic Concept



Since March 1999, FamilyMart has obtained ISO 14001 certification for all of its stores and business locations, and is working to create environmentally conscious convenience stores in accordance with its environmental management system.

We will continue to strengthen our environmental management system and promote further environmental initiatives.

Environmental Policy ▶

Famima Eco Vision 2050 ▶

Biodiversity Conservation Policy ▶

Value created



FamilyMart, which has a nationwide store network, is working with local communities and business partners to promote environmental initiatives throughout the supply chain. We will expand more reliable and efficient environmental measures through our business, taking into account everything from store facilities and sales activities to environmental beautification in each region.

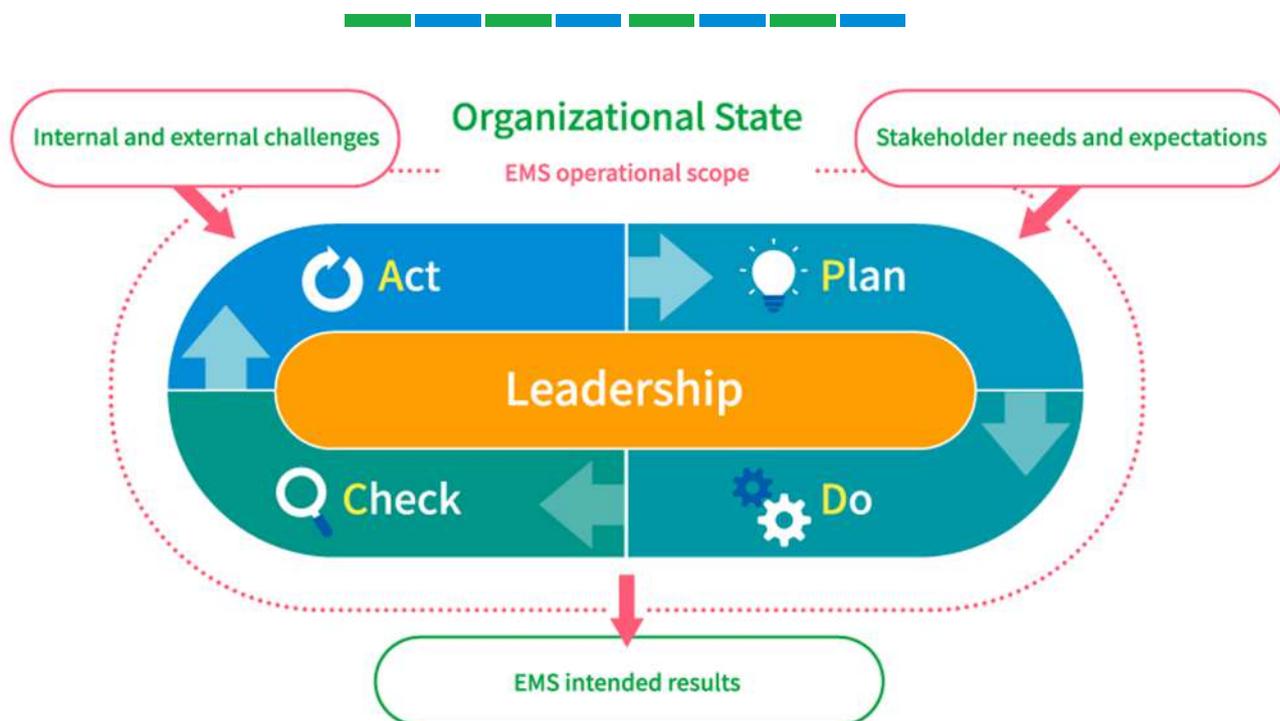
Promotion Structure



The Sustainability Promotion Department works with divisions, offices, and regional offices to address sustainability issues, including environmental issues, based on the Sustainability Implementation Plan. The core of these activities is the maintenance and improvement of the store's environmental management system. When supervisors who provide consulting services visit stores regularly, they communicate guidelines and improvement measures regarding the environmental management system to the stores, ensuring that all stores are operating properly.

Continuous improvement of the environmental management system

Environmental Management System



In order to promote environmental management in accordance with its basic philosophy, sustainability policy, and environmental policy, FamilyMart is establishing an Environmental Management System (EMS) based on the international standard ISO14001 for all of its business locations.

Environmental Management System Promotion Structure

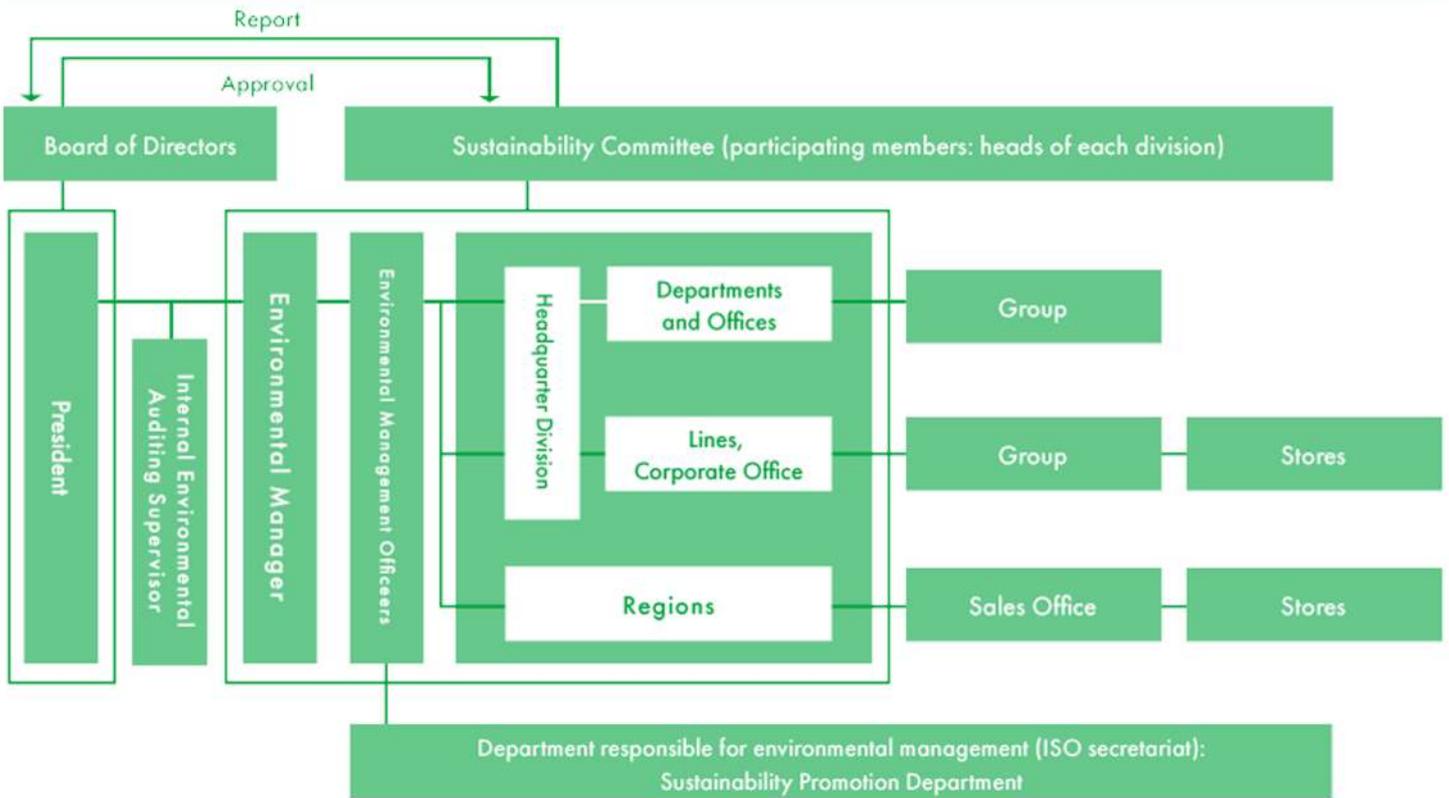
Since 1999, we have been promoting an environmental management system through a company-wide system headed by the president, and are working to continuously improve the environment at all stores and offices. In addition to regular inspections by external inspection agencies, we have strengthened our internal environmental audit system by employees of the Sustainability Promotion Department to thoroughly check the status of operation.

In fiscal 2024, we conducted internal environmental audits of major departments at the head office, all regions that oversee the regions, and all stores, and our certification was approved for renewal in an ISO 14001 audit by an external organization.

The results of internal audits and external reviews are reported by the Sustainability Committee to the Board of Directors for approval.



Operational Structure for Environmental Management



■ Sustainability Committee

The Sustainability Committee is chaired by Chief Marketing Officer (who is also the General Manager of the Marketing Division), who is also the company's highest environmental officer, and consists of department heads as members. It meets once every six months.

The committee will review matters related to FamilyMart's sustainability activities that are submitted to it, such as verifying and evaluating the progress of sustainability implementation plans and proposing new measures.

■ Environmental advocate

The heads of each division and office act as environmental promoters and are responsible for formulating and implementing sustainability implementation plans for their respective departments, checking progress on a quarterly basis, and verifying and correcting activity results as part of efforts to resolve FamilyMart's five important issues (materiality).

Five important issues (materiality)

Five Important Material Issues (Materialities)	Related SDGs
1 Contributing to the future of the earth and its regions through environmental consideration	
2 Evolving as a regional revitalization base close to the community	
3 Creating safe and reliable products and service that bring convenience and richness to everyday life	
4 Working with suppliers to pursue sustainable supply chains	
5 Building a motivated organizational culture and human resources	

Conducting internal environmental audits and renewal audits by external auditing organizations

We conduct internal environmental audits every year at all stores and business locations to ensure that our environmental management system is being operated appropriately and efficiently based on the P (Plan) D (Do) C (Check) A (Act) cycle. We also obtained ISO14001 certification in March 1999, and have been regularly inspected by external inspection agencies ever since. In November 2024, we underwent the ISO14001 renewal inspection, which is conducted once every three years, for our stores, regional offices, and major departments at the head office, and our certification was renewed.



Store inspection by an external organization

Management Review

Every year, we check the effectiveness of our environmental management system based on the results of our sustainability activities. We share the identified improvements for the following year within the company to ensure continuous improvement of our environmental management system.

Environmental Education

From the sales managers and supervisors who support store operations to the store managers and store staff, everyone works together to promote environmental education and awareness-raising activities.

Environmental education for franchisees

"Eco Partner" is published three times a year for store managers and store staff at all FamilyMart stores, explaining environmental laws and regulations and activities that can be done at the store to reduce CO2 emissions. Since fiscal 2019, the information has been distributed to stores as data, and by making it easy for everyone, including store staff, to see, we aim to raise environmental awareness and ensure thorough activities. In addition, each store can use the various checklists distributed to carry out self-inspections, which leads to continuous improvements in environmental activities.

日付 2024年9月9日付 発行部門 環境推進G 回覧先 オーナー・店長 スタアスタッフ 1/6ページ

ecoパートナー (2024年度秋号) 配信

概要
ファミリーマートのISO14001の取り組みの一環として、環境教育ツール「ecoパートナー」を配信します。店舗スタッフの皆さんへの確実な教育のため、閲覧を促していただきますようお願いいたします。バックナンバーやその他情報は「情報サイト」に配信していますので、合わせてご確認ください。

対象者 全スタッフ

店舗に関連する環境法令
ファミリーマートはISO14001の認証を取得し事業を展開しています。9月16日から開始する店舗内部環境監査では、SVが監査員となり店舗の取り組み状況を監査します。店舗運営に関わる環境関連法令を中心に確認しますので、6つの法令について理解し、法令違反の無いよう店舗運営に取り組みましょう。

対象となる法令

- 次の6つが店舗に関わる環境関連法令です。各法令の注意すべきポイントを確認していきます。
 - ①『廃棄物処理法』
 - ②『省エネルギー法』
 - ③『容器包装リサイクル法』
 - ④『フロン排出抑制法』
 - ⑤『消防法』
 - ⑥『浄化槽法』

各法令の確認ポイント

①『廃棄物処理法 (a~e)』

(a) 各自自治体の分別基準や業者の指示に従って分別します。毎月「**排出ゴミ分別状況チェックリスト** (右図)」を活用して点検しましょう。

【注釈欄】
「排出ゴミ分別状況チェックリスト」は、ストコンに掲載しています
ストコン画面⇒情報サイト⇒環境情報⇒チェックリスト (節電・分別)

日付 2024年9月9日付 5/6ページ

店舗での節電

節電チェックリスト

チェック項目を確認できた場合1項目10ポイント付与。※点検結果は、0点~100点まで記入してください。

※「店舗での節電」の項目を確認し、毎月「**節電チェックリスト**」を活用して点検しましょう。

2024年度 節電対策項目 (QSC+SDGs)

項目	実施	確認	点検						
照明 (照明は必要最小限に抑える)	3	7	7	11	11	11	11	11	11
空調 (空調は必要最小限に抑える)	4	9	9	13	13	13	13	13	13
冷蔵庫 (冷蔵庫は必要最小限に抑える)	5	9	9	13	13	13	13	13	13
給湯器 (給湯器は必要最小限に抑える)	6	13	13	17	17	17	17	17	17

【注釈欄】
「節電チェックリスト」は、ストコンに掲載しています
ストコン画面⇒情報サイト⇒環境情報⇒チェックリスト (節電・分別)

(★) 設備のある店舗対象

Environmental education for employees

We provide all employees with an annual e-learning program to provide basic environmental knowledge as well as environmental laws and regulations related to store operations.

In fiscal 2024, we provided education for all employees on the "ISO 14001 system" and "compliance with environmental laws and regulations."

Related links

▶ Basic Policy

Tackling food loss and waste

- ▼ Goals based on Famima Eco Vision 2050
- ▼ Store efforts to reduce food waste
- ▼ Initiatives to reduce food waste through products
- ▼ Food waste recycling
- ▼ Third-party verification

Basic Concept

While poverty and hunger exist in the world, a lot of food is thrown away. Goal 12 of the Sustainable Development Goals (SDGs) is "Responsible Consumption and Production," and aims to halve the amount of food wasted by stores and consumers by 2030.

Food waste not only places a burden on the environment, but also increases the costs of sorting and disposing of food. It also increases CO2 emissions from the transportation of waste, significantly affecting FamilyMart's business operations.

Food products account for the mainstay of sales and generate approximately 51,000 tons of food waste in all stores. FamilyMart has positioned efforts to reduce food loss as one of its key issues, and is working to promote long-life products by improving product ordering accuracy and container packaging, and by recycling food loss generated in its stores to contribute to sustainable We will contribute to the transition to sustainable consumption and production patterns by improving the accuracy of product ordering and improving containers and packaging, and by recycling food loss generated in stores.

Goals based on Famima Eco Vision 2050



▶ For an overview of "Famima Eco Vision 2050" click here

Store efforts to reduce food waste

Famima no Eco Wari (In-Store Discounted Prices)

FamilyMart is working to reduce food waste by taking advantage of discount sales (Famima no Eco Wari) for ready-to-eat items such as rice balls and bento boxes, and by proactively promoting the sale of food items with an approaching expiration date. In March 2025, in order to further reduce food waste, the company changed the design of its discount stickers to a "Teary-Eyed Sticker" that appeals to consumers' emotions.



Why "Teary-Eyed Sticker"?

The "Teary-Eyed Sticker" are an initiative aimed at working together with customers to reduce food waste by adding not only the discount amount but also a "message that resonates with customers." The message "Please help" expresses the feelings of ingredients that are thrown away due to food waste. When customers purchase products, seeing the message and the character's expression will remind them of the issue of food waste. This is expected to have the effect of making customers more positive about choosing discounted products.

In selecting the design, we created several illustrated designs based on criteria such as "being able to gain consumer sympathy" and "being able to effectively appeal to the problem of food waste," and had consumer monitors evaluate them. As a result, we adopted the message and character design that received the most support for being able to reduce food waste.



Illustrations used in the consumer monitor survey

Expected to reduce food waste by approximately 3,000 tons per year

A demonstration experiment conducted in October 2024 showed that the purchase rate increased by 5 points compared to the previous design, and if this design is rolled out nationwide, it is expected that food waste generated in stores will be reduced by approximately 3,000 tons per year. We have also received positive feedback from customers, such as "I picked it up because the illustration made me want to help with tears in my eyes" and "I am interested in reducing food waste, so I agreed and bought it."

Based on these results, we launched Teary-Eyed Sticker nationwide in March 2025 (※).

During the demonstration experiment, we received feedback that the message "Help me" and the character's facial expressions should be easier to understand, so we made some changes to the design so that they could be displayed larger when we rolled out nationwide.

*This product may not be available at some stores.



▶ [Click here for an overview of the demonstration experiment\(JP\)](#)

■ Thank you for choosing us! Express your gratitude with a smile

In April 2025, we tested the effectiveness of this sticker at 10 stores in Tokyo, and confirmed that the purchase rate increased, just as it did during the experiment. We have also received feedback from customers that it makes it easier to buy than stickers that only show the discount amount.

Based on these results, we are displaying a character on the cash register screens in our stores to express our gratitude to customers who actively choose discounted products.



▶ [Click here for an overview of the demonstration experiment\(JP\)](#)

■ External evaluation of "Teary-Eyed Sticker"

"34th Food Safety and Environmental Contribution Award"

Teary-Eyed Sticker initiative was highly praised as a "challenge to reduce food waste based on consumer empathy," and in September 2025 it received the 34th Food Safety and Security / Environmental Contribution Award (sponsored by the Japan Food Journal, supported by the Ministry of Agriculture, Forestry and Fisheries and the Ministry of the Environment).



▶ [Related Release\(JP\)](#)

"13th Good Life Award"

In December 2025, at the 13th Good Life Awards sponsored by the Ministry of the Environment, the initiative to turn consumer empathy through Teary-Eyed Sticker into a force for reducing food waste was recognized, and the product was awarded the Executive Committee Special Award, Sustainable Design Award.



▶ [Related Release\(JP\)](#)

■ Free provision of Teary-Eyed Design

Hoping to spread the food waste reduction benefits of the "Teary-Eyed Sticker" beyond FamilyMart stores to society as a whole, the company has decided to provide the "Teary-Eyed Design" free of charge from October 2025. In addition to the existing designs, four new illustrations of bread, meat, fish, and cake have been added to allow more stores and companies to use the stickers.



Anyone who sells food products can use this teary-eyed character illustration for free to sell products that are about to expire. It can also be printed using Famima Network Print at FamilyMart stores (*).

Please be sure to read the following terms of use before using the images. We do not waive the copyright of the illustrations, so please use them within the terms of use.

*Printing services are available at an additional cost.

▶ [terms of service](#) 

▶ [Download Teary-Eyed Design \(2.0MB\)](#)

▶ [FamilyMart Network Print Data](#) 

Improved product ordering accuracy

In order to reduce food waste, stores strive to improve the accuracy of daily ordering and are working to reduce food waste due to expired sales dates.

Temaedori

Starting in October 2022, the Consumer Affairs Agency, the Ministry of Agriculture, Forestry and Fisheries, and the Ministry of the Environment, along with the Japan Franchise Association, have teamed up to implement the "Temaedori" initiative, which encourages customers to make more environmentally conscious purchases. If you plan to eat your purchase immediately, the initiative aims to reduce food waste by encouraging customers to proactively choose products from the front of the shelves.



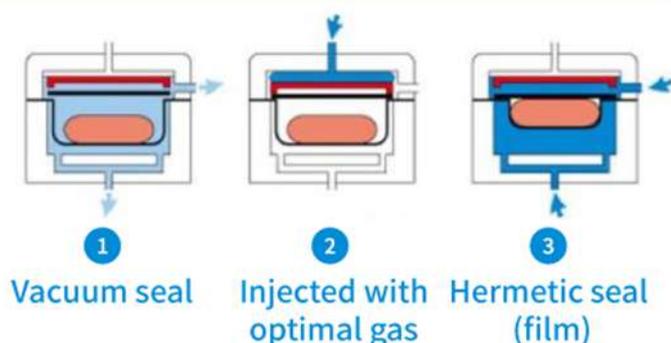
Initiatives to reduce food waste through products



Developing long-lasting products

As part of our efforts to reduce food waste, we have adopted a special packaging technique called gas replacement packaging for some of our salads and side dishes, extending their expiration dates by up to three days while maintaining their deliciousness. The expiration date can be extended by replacing the air inside the container with a gas suitable for salads and side dishes, then sealing the container.

Gas Flush Packaging



Products using non-standard ingredients

Food ingredients that did not meet the standards and would have been discarded in the past are now being used as ingredients for FamilyMart's original products.

Our goal is to develop delicious products that will appeal to many customers and contribute to reducing food waste.

Initiatives in support of "mottainai bananas"

As part of our support for Dole Co., Ltd.'s "mottainai bananas" project, an SDGs initiative aimed at reducing banana waste, we have been selling products that make effective use of "mottainai bananas" since 2022. In August 2025, we launched the soft ice cream bar "Famimaru Soft Cream Bar Banana."

▶ [Related Release\(JP\)](#)



In April 2025, we launched a limited number of "Frozen Chocolate Bananas," which effectively utilize non-standard "highland-grown bananas" from Famimaru. The bananas used are delicious to eat, but for various reasons would otherwise be thrown away. The sale of this product is expected to reduce the amount of banana waste by approximately 54 tons (based on the weight with the skin on).

▶ [Related Release\(JP\)](#)



■ Making effective use of salmon scraps

Since 2023, we have been selling our "Salmon Zanmai Donburi" (rice bowl with salmon filling), which uses off-cuts (slices) of salmon sliced at factories to make sushi at FamilyMart and other stores. This luxurious seafood bowl allows you to fully enjoy the texture and flavor of salmon.

▶ [Related Release\(JP\)](#)



■ Uses parts that are not usually handled as fillets

In June 2025, we launched "Grilled Coho Salmon Knuckle Grilled Over an Open Flame," which uses a part of the fish that is cut off during filleting and is not normally used as fillet. It is seasoned with seaweed salt from Awaji Island and grilled over an open flame to create a fragrant finish. Coho salmon knuckle is a rare cut, with only two pieces per fish, and is rich in high-quality fat and flavor.

▶ [Related Release\(JP\)](#)



Actively utilizing Kamo eggplants, which were previously considered non-standard

In August 2025, "Deep-fried Kamo Eggplant," made with non-standard Kamo eggplant, a representative Kyoto vegetable, was sold in some stores in the Kansai region. In collaboration with the JA Zennoh Kyoto Prefectural Headquarters, we actively used ingredients that had been deemed non-standard due to their size or shape. Deep-fried Kamo eggplant is infused with a rich dashi broth flavored with soy sauce and bonito. The addition of bonito flakes and grated radish gives the product a refreshing taste that brings out the flavor of bonito.

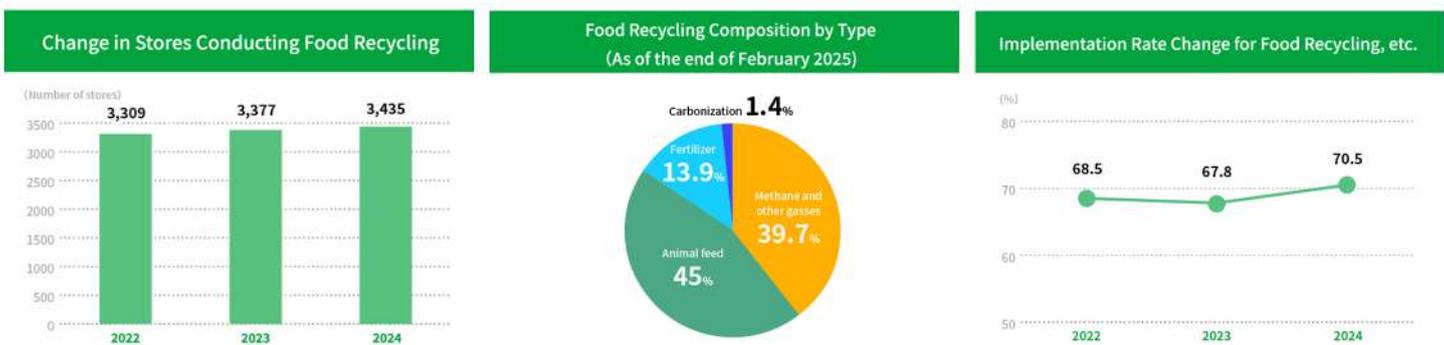


[▶ Related Release\(JP\)](#)

Food waste recycling

Food waste recycling initiative

In addition to reducing food waste, we are working to reuse food waste from our stores (boxed lunches, rice balls, prepared foods, etc.) by recycling it into feed, fertilizer, methane, etc. We are also gradually expanding our business with waste disposal contractors who can accommodate our food waste collection and recycling system.

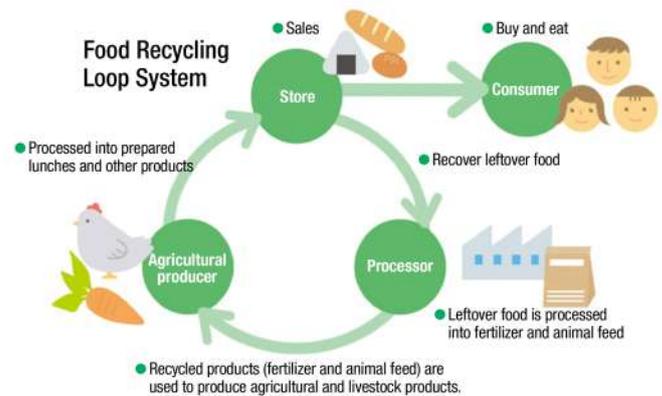


Food recycling loop initiatives

In 2008, we started food recycling loop: the leftover food from stores in Tokyo and Kanagawa Prefectures is collected and efficiently transported to a feed factory in a pig farm. The pigs raised on thus produced feed are used to produce boxed lunches and stuffed bread to be sold to customers.

The food recycling loop initiative was then expanded nationwide, and as of March 2025, initiatives in four regions have been certified as "recycling business plans"*.

*The certification system for recycling business plans is a system based on the Food Recycling Law in which generators of food waste (food-related businesses), manufacturers of specified fertilizers and feed (recycling businesses), and their users (agriculture, forestry, and fisheries) jointly create a plan for recycling and receive certification. FamilyMart has been certified along with two ready-meal manufacturers and two feed manufacturers and users.



Waste cooking oil recycling

Used cooking oil used to fry fried foods such as Famichiki sold at FamilyMart stores is collected by waste cooking oil collection and transportation companies approved by the government and 100% recycled into products such as chicken feed additives, ink, and soap.

Collaboration with the government

FamilyMart signed an agreement with Saga City, Saga Prefecture on cooperation in environmentally friendly regional resource circulation in January 2021. The aim of this agreement is to maximize the use of Saga City's regional resources and promote the creation of a sustainable, recycling-oriented society.

Based on this agreement, Saga City will collect used cooking oil generated at FamilyMart stores within the city, recycle it into high-quality biodiesel fuel (HiBD), and use it as fuel for Saga City buses and other vehicles in a circular recycling initiative.

Used cooking oil collection stores (as of March 2025)

- FamilyMart Saga Kawasoemachi Store
- FamilyMart Saga Tabuse store
- FamilyMart Saga Nabeshima 4-chome store
- FamilyMart Saga Kae Store
- FamilyMart Saga Fuji Store
- FamilyMart Saga Nishiyoga Store
- FamilyMart Saga Morotomi Store
- FamilyMart Saga Hyogo Kawaramachi Store
- FamilyMart Uemura Hospital Store

Environmental Resource Circulation (Example)



Third-party verification

FamilyMart Ltd. underwent third-party verification by the Japan Audit and Certification Organization for Environment and Quality (JACO) to release waste emissions data. In fiscal 2024, the amount of waste generated by stores on a daily basis was found to be 251,161 tons, of which 51,246 tons was food waste. Based on the results of the third-party verification, we will continue our efforts to improve the accuracy of our published figures and the trust both internally and externally.

環境データ 第三者検証報告書

株式会社ファミリーマート 御中



2025年8月26日

株式会社 日本環境認証機構
東京都千代田区神田鍛冶町 3-4

代表取締役社長 岡島 善明

株式会社日本環境認証機構（以下、JACO）は、株式会社ファミリーマート（以下、「組織」という）により報告された環境データに対して、独立した立場から検証を行った。検証の目的は、報告情報の信頼性および正確性など、報告情報の信頼性を検証した結果についてその見解を述べることにある。

検証は、国際保証業務基準（ISAE）第 3000 号に則した JACO 検証基準を基本に、組織と合意した手順により、限定的保証として行った。限定的保証業務で実施される手続は、合理的保証業務よりもその種類と時期が多様であり、その範囲が狭い。その結果、限定的保証業務で得られる保証の水準は、合理的保証業務が実施されていたならば得られたであろう保証よりも相当に低い。

【検証内容の概要】

JACO は、2024 年度（2024 年 3 月 1 日から 2025 年 2 月 28 日まで）における環境データに対して、以下の検証を実施した。

検証対象	検証方法
組織における店舗（直営・FC）（2025 年 2 月未時点まで 15,012 店舗）の事業活動に伴う、以下の環境データ： ・店舗から日常的に排出される廃棄物量 ・食品廃棄物量	策定された関連資料の確認、責任者及び担当者へのヒアリング又は書類による確認、データ入手方法の確認、報告されたデータと根拠資料との実合により検証を実施した。

【検証の結果】

JACO が実施した手続及び入手した証拠に基づいて、組織の環境データが、組織の算定基準に照らして適正では無いと確信する事項は、全ての重要な点で発見されなかった。

検証された環境データ

・店舗から日常的に排出される廃棄物量 251,161 t、食品廃棄物量 51,246 t

【独立性と品質管理】

JACO は、誠実性、客観性、職業的専門家としての能力と正当な注意、守秘義務、及び職業的専門家としての行動に関する基本原則に基づく独立性及びその他の要件を含む、国際会計士倫理基準審議会の公表した「職業会計士の倫理規程」を遵守した。また、JACO は、国際品質管理基準第 1 号「財務諸表の監査及びレビュー並びにその他の保証及び関連サービス業務を行う事務所の品質管理」に準拠して、倫理要件、職業的専門家としての基準及び適用される規則の要件の遵守に関する文書化された方針と手続を含む、包括的な品質管理システムを維持している。

以上

【検証の独立性、客観性】組織と JACO 検証チームは、特定の利害関係がなく、独立した立場で検証を行いました。

Japan Audit and Certification Organization for Environment and Quality (JACO)
<https://www.jaco.co.jp>

Environmental Data Independent Verification Report

To: FamilyMart Co., Ltd.



August 26, 2025

Japan Audit and Certification Organization
for Environment and Quality (JACO)
3-4 Kandakajicho Chiyoda-ku, Tokyo, Japan

President *Y. Okajima*
Yoshiaki Okajima

Japan Audit and Certification Organization for Environment and Quality (JACO) has been engaged by FamilyMart Co., Ltd. (hereinafter referred to as "the Organization") to conduct independent verification of its environmental data prepared under the responsibility of the Organization. The aim of this verification is to consider the accuracy of environmental data and to provide a verification opinion.

Verification was conducted as limited assurance according to the procedure agreed with the Organization based on JACO verification standards in accordance with International Assurance Business Standard (ISAE) 3000. The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

Summary of verification

With regard to the following Environmental Data for the fiscal year 2024 (from March 1, 2024 to February 28, 2025), verification was conducted.

Verification scope	Sampling sites
The Environmental Data of business activities at the Organization's stores (company-owned and franchised) (15,012 stores as of the end of February 2025): - Wastes discharged from stores routinely - Food waste generated	Verification was conducted based on confirmation of related documents formulated, interviews with or inquiries to the responsible persons and persons in charge, confirmation of the method of obtaining data, and comparison between the reported data and its supporting documented information (evidence).

Conclusion

Based on the procedures we have performed and evidence we have obtained, nothing has come to our attention that causes us to believe that the Organization's Environmental Data is not prepared, in all material respects, in accordance with the methodology implemented by the Organization.

Verified Environmental Data:

- Wastes discharged from stores routinely: 251,161 tons and food waste generated: 51,246 tons

Independence and Quality Control

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior. JACO applies International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable regulatory requirements.

The Organization and JACO verification team did not have any specific conflicts of interest and carried out the verification on an independent basis.

Japan Audit and Certification Organization for Environment and Quality (JACO)
<https://www.jaco.co.jp>

Climate change mitigation and adaptation

- ▼ Goals based on Famima Eco Vision 2050
- ▼ Store Initiatives
- ▼ Product Initiatives
- ▼ Logistics Initiatives
- ▼ Supply Chain Initiatives
- ▼ Supporting the initiative

Basic Concept

Due to the effects of global warming, which is believed to be caused by an increase in greenhouse gases such as CO₂, abnormal weather is becoming more frequent and severe around the world, and there are increasing demands on companies to address the risks of climate change.

In this environment, FamilyMart's annual CO₂ emissions from its business activities will be approximately 7.16 million t-CO₂ (fiscal year 2024), with a large portion of this coming from Scope 3 categories 1 (purchased products and services), 3 (fuel and energy-related activities), and 5 (waste), which are emissions from other companies related to the company's business activities. Furthermore, the convenience store business has a more energy-intensive store structure than other industries, and greenhouse gas emissions resulting from energy use in stores are also significant. Therefore, in addition to promoting thorough energy conservation in stores, the company will actively use renewable energy and contribute to the realization of a carbon-free society.

In this way, we will take appropriate measures to combat climate change and also strive to proactively disclose information.

Goals based on Famima Eco Vision 2050



In order to contribute to the realization of a sustainable society, FamilyMart has formulated the "Famima Eco Vision 2050," which sets mid- to long-term goals for 2030 and 2050. In terms of "reducing greenhouse gases (CO₂ emissions)," the company aims to reduce CO₂ emissions associated with store operations by 50% by 2030, and 100% by 2050, compared to fiscal 2013 levels.

Reduction of greenhouse gas (CO2)

CO2 emissions from store operations (Per store) (Compared to 2013)

2030

2050

50% Reduction



100% Reduction

Details of the initiative

By installing energy-efficient equipment, we will reduce electricity consumption in our stores and advance the reduction of CO2 emissions.

In addition, we will calculate emissions throughout the entire supply chain, from purchasing to distribution, sales, and disposal, and work toward reducing emissions.

▶ For an overview of "Famima Eco Vision 2050" click here

Store Initiatives

In-store operational initiatives

Our stores have always been cost-conscious in their efforts to conserve energy, but in light of the tight power supply and rising electricity bills, we are now working on a variety of measures to save energy.

■ Beverage refrigerator lights turned off

Participating stores: Nationwide

*Some stores may not implement this due to store facilities and environment.

Implementation period: Continuing from December 2022



■ Adjustment of ceiling lighting in store (60% down)

The power supply to in-store ATM signs, in-store eat-in areas, and insect killing machines outside the store will also be turned off, as well as some lighting.

Participating stores: Nationwide

*Some stores may not be able to do this depending on the store's facilities and environment.

Implementation period: Continuing from June 2022

Additionally, ongoing energy-saving initiatives include turning off store lighting, adjusting in-store air conditioning temperatures, and cleaning the filters in refrigerated cases.



Other energy-saving initiatives (examples)

■ Introduction of energy-saving devices

■ Introduction of automatic CO2 ventilation control device

We have installed a system in some stores that automatically controls the ventilation fans. Sensors installed in the store detect the CO2 concentration and automatically switch the ventilation fans on and off. This is more energy-efficient than having the ventilation fans running all the time. Stores that have installed this system are able to reduce the store's overall electricity usage by approximately 2%.

■ Introducing LEDs

In-store lighting

We began converting our in-store lighting to LED in November 2011, and will complete the conversion to LED lighting in all stores by August 2022. We have also introduced a dimming system that divides the store into three zones and automatically adjusts the brightness of each zone.

For example, by making fine adjustments such as reducing the brightness of fluorescent lights when sunlight enters and adjusting the brightness between daytime and nighttime, we aim to achieve both comfort and energy conservation.

Signboard

FamilyMart was the first convenience store to introduce LED facade signs in 2004, and has been introducing them as standard since September 2010. The conversion to LED lighting will be completed in all stores by fiscal 2022. Currently, the company is working on technological development and demonstration experiments to further improve the energy efficiency of LED signs, and has achieved energy savings of approximately 70% compared to conventional fluorescent signs.

Parking lot lighting

LED lighting has been installed in the parking lot since February 2013. Compared to the ceramic halide lamps installed in 2008, power consumption has been reduced from 245W to 80W, and the lifespan has been extended from 15,000 hours to 60,000 hours.



Introduced at Matsuyama Interchange store in 2004

LED Parking Lot Lighting

Promoting the introduction of refrigeration and freezing systems using CO2 refrigerants

At FamilyMart, for refrigeration, freezing and air conditioning equipment that uses alternative fluorocarbons, we strictly follow the inspection cycles outlined in the "Guide to Simple Inspections" designated by the Ministry of the Environment (simple inspections at least once a quarter, regular inspections at least once a year) to prevent fluorocarbons from being released into the atmosphere, and regular inspections are carried out by individuals with sufficient knowledge of the equipment, etc. When disposing of equipment, we outsource the disposal to a fluorocarbon recovery company and strive to thoroughly manage the recovery and destruction process.

Additionally, with the aim of being considerate of the global environment and reducing power consumption in store operations, we are promoting the introduction of equipment that uses natural refrigerants (CO2) as refrigerant gas in our store refrigeration and freezing systems.

The number of stores that use refrigeration and freezing systems that use CO2 refrigerants is increasing year by year. Going forward, we will promote the introduction of natural refrigerant equipment, aiming to increase the proportion of natural refrigerant equipment in major refrigeration and freezing equipment, including existing equipment, to 20% by 2030, 50% by 2040, and 80% by 2050. We will also increase the number of stores that introduce natural refrigerants, aiming to introduce natural refrigerant equipment in more than 50% of new stores and stores that are being renovated and require the renewal of freezers.



Introducing a refrigeration system using CO2 refrigerant

Solar power generation initiatives

We are proactively promoting the use of renewable energy by making effective use of the store's infrastructure and installing solar panels on the store's roof. We are currently in the process of installing new solar panels (for self-consumption).



Solar panels

Product Initiatives

Measuring the decarbonization effects of products and services

We are working to measure the decarbonization effect (CO2 emission reduction rate) of private brand (PB) products and services and communicate this to customers through cash register LCD screens, our website, etc. By clearly communicating the environmental contribution of our efforts, we will help customers choose products that lead to a decarbonized society.

To measure the decarbonization effect (reduction rate of CO2 emissions*), we used the "Dekabo Score" provided by Earth Hacks Inc. The "Dekabo Score" is an initiative that scores the reduction rate of CO2 emissions by comparing products and services that have implemented environmentally friendly initiatives with products and services that use conventional materials and methods. *CO2 emissions are measured in CO2e (greenhouse gas equivalent).

Display image on the cash register LCD screen



Famimaru Niigata Prefecture Tsunan Natural Water 600ml



Plenty of cream! Rich custard choux

List of measured products and services

Product name	Decabo Score	Reduction points
Famimaru Niigata Prefecture Tsunan Natural Water 600ml	30%off	Made with 100% recycled plastic bottles
Famima!! Stores Iced Coffee and Iced Cafe Latte	76%off	Paper cups and environmentally friendly printing
Double Choux with Plenty of Cream	9%off	Thinner packaging + eco-friendly materials used in some parts
Plenty of cream! Rich custard choux	12%off	Thinner packaging + eco-friendly materials used in some parts
Family Mart The Crepe Nama Chocolate	22%off	Thinner packaging + eco-friendly materials used in some parts
3 kinds of mixed sandwich	3%off	Thinner packaging + eco-friendly materials used in some parts
Juicy Sauce Yakisoba	6%off	Thinner packaging + eco-friendly materials used in some parts
Chewy dumplings and glass noodles in delicious salt soup (various soups)	36%off	Switching from plastic containers to paper containers
"Famima Café" wooden stirrer	72%off	Change from plastic to wood
Convenience Wear Inner T-Shirt Crew Neck White	15%off	Uses environmentally friendly yarn (RENU)
Convenience Wear Heat-Retaining Innerwear REHEAT Round Neck	8%off	Uses environmentally friendly yarn (RENU)

*Products may not be available at some stores.

Logistics Initiatives

Improving logistics efficiency

FamilyMart is working to reduce delivery routes and the number of delivery vehicles by setting more efficient routes. From October 2022, the company will begin full-scale operation of its in-house developed AI delivery simulator to further reduce CO2 emissions.

Introduction of eco-friendly vehicles

As part of its environmental initiatives in logistics, FamilyMart has set a goal of reducing CO2 emissions from delivery trucks by 30% by 2030 (compared to 2017 levels).

Since 1998, we have been proactively working to reduce pollution from delivery vehicles, including the introduction of environmentally friendly vehicles such as compressed natural gas (CNG) and hybrid vehicles. Currently, as a result of various measures such as the introduction of clean diesel vehicles (environmentally friendly vehicles) and improving delivery efficiency, CO2 emissions from delivery trucks in fiscal 2024 will be reduced by 12.8% (compared to 2017).

Additionally, in 2022, we will begin a demonstration experiment of a battery-swappable EV (electric truck), a first for a convenience store (the experiment will end in December 2024), and we are also considering conducting a demonstration experiment of a new type of battery-swappable EV from the second half of fiscal 2025.

Going forward, we will continue to proactively pursue new initiatives, such as introducing EVs and fuel cell (FC) trucks and conducting experiments on the introduction of environmentally friendly fuels.

Main initiatives such as eco-friendly vehicles

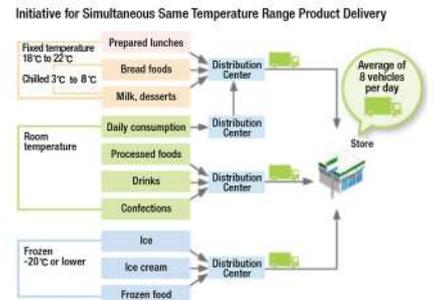
<p>① Introduction of clean diesel vehicles</p>	<ul style="list-style-type: none"> We are promoting the introduction of clean diesel vehicles, which reduce CO2 emissions by approximately one ton per vehicle per year compared to existing diesel vehicles. Currently, there are approximately 4,000 vehicles in operation.
<p>② EV driving demonstration</p>	<ul style="list-style-type: none"> We have been conducting EV demonstration experiments since January 2019. <ul style="list-style-type: none"> From 2022 to December 2024, we will conduct delivery demonstrations of battery-swappable EVs, and from the second half of fiscal year 2025, we are considering conducting delivery demonstrations of a new type of battery-swappable EV.
<p>③ FC truck running demonstration</p>	<ul style="list-style-type: none"> In November 2021, a demonstration run of FC trucks will be conducted in Okazaki City, Aichi Prefecture. <ul style="list-style-type: none"> From January 2023, we will participate in a NEDO-funded project and begin testing the introduction of FC trucks in Fukushima Prefecture and Tokyo. As of February 2025, we will have 15 FC trucks on the road, the most of any convenience store.
<p>④ Demonstration of introduction of environmentally friendly fuels</p>	<ul style="list-style-type: none"> Since June 2021, we have been conducting a demonstration experiment to use 100% renewable fuel, such as waste cooking oil, instead of diesel in some of the vehicles at our distribution center.

Simultaneous shipping of chilled and fixed temperature products

FamilyMart, which handles products in a variety of temperature ranges, is working to improve delivery efficiency and reduce the number of vehicles by using dual-compartment refrigerators that can simultaneously stock chilled products such as desserts and chilled bento boxes (controlled at 3°C to 8°C) and fixed-temperature products such as bento boxes and bread (controlled at 18°C to 22°C).



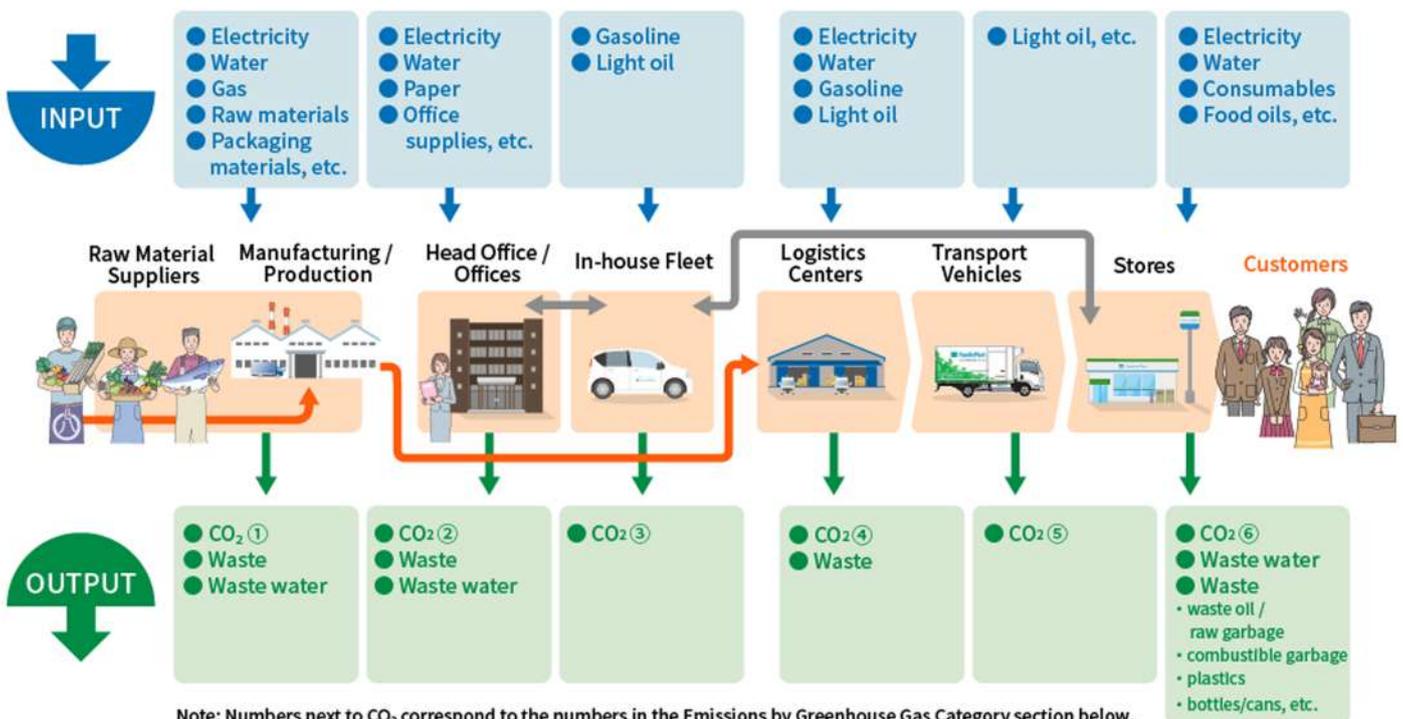
The temperature in the front and back rooms can be set according to the product, and the size of each room can be changed depending on the load.



Supply Chain Initiatives

Material flow at FamilyMart

FamilyMart has been conducting business while imposing various burdens on the environment, such as CO₂ emissions, waste, and wastewater. By identifying and reducing these environmental burdens, we will contribute to creating a sustainable society.



Supply chain CO2 emissions* management

The environmental burden of greenhouse gases extends to all stages of the supply chain, from raw material procurement, product manufacturing, logistics, sales, disposal, and recycling, in addition to those that FamilyMart can directly manage. To properly assess this environmental burden, FamilyMart calculates CO2 emissions (Scope 3) throughout the entire supply chain, based on the Ministry of the Environment's "Basic Guidelines for Calculating Greenhouse Gas Emissions Throughout the Supply Chain (ver. 2.7)."

We will continue to work to improve the accuracy of data collection and expand the scope of calculations, analyze the calculation results, and promote efforts to reduce CO2 emissions throughout the entire supply chain.

* Supply chain CO2 emissions: Not only the emissions from the business itself, but also the total of all emissions related to business activities, including the entire process from the procurement of raw materials to the delivery of the product to the end consumer emissions

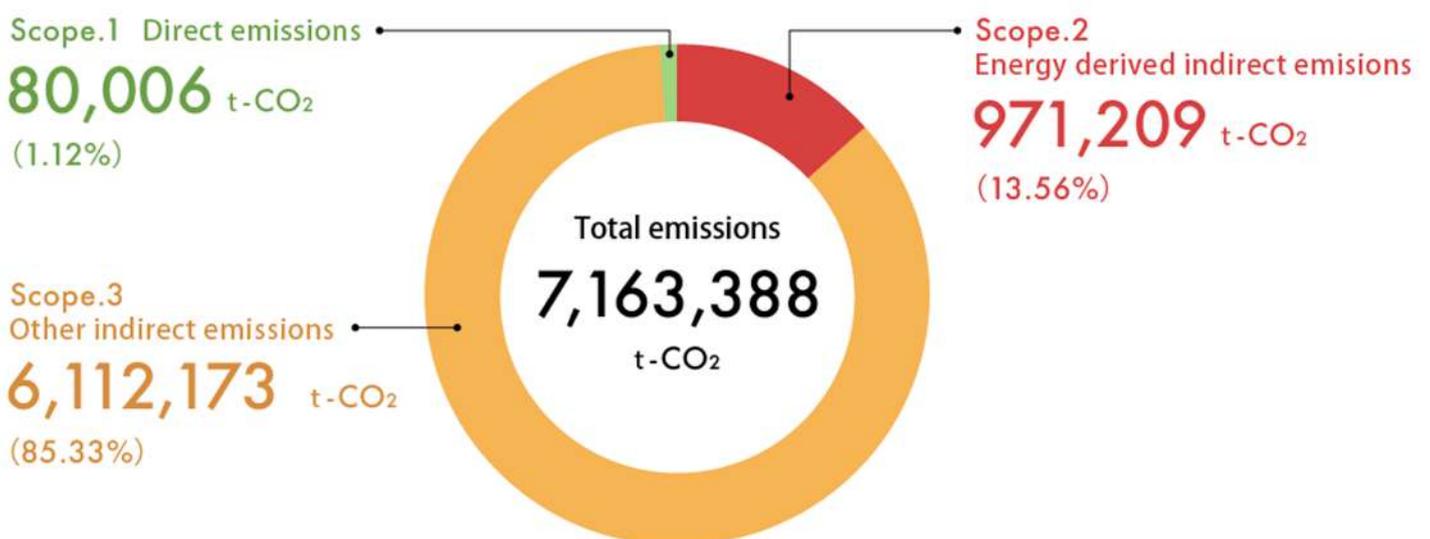
Supply Chain Emissions

Scope1 Direct greenhouse gas emissions from a business's own fuel use (e.g., gasoline used in company cars)

Scope2 Indirect greenhouse gas emissions from the use of electricity supplied by other companies (electricity use at head office, offices, stores, etc.)

Scope3 Indirect greenhouse gas emissions from business activities other than Scope 1 and Scope 2

Ministry of the Environment Green Value Chain Platform: Reference material for calculations



Scope of calculation: In principle, March 2024 to February 2025

Note: Calculations based on the Ministry of the Environment's "Emissions Unit Database for Calculating Organizational Greenhouse Gas Emissions Throughout the Supply Chain (Ver. 3.5)"

■ 1. Direct Greenhouse Gas (GHG) Emissions (Scope 1)

- Fuel for company vehicles
Applying the emission unit of the Transportation [Fuel Law]
- Fluorocarbon emissions during use
Based on the Fluorocarbons Emissions and Proper Management Act, "estimated leakage amount (t-CO₂)" is used. (The calculation period is from April of the year to March of the following year.)

■ 2. Indirect Greenhouse Gas (GHG) Emissions (Scope 2)

- Greenhouse gas emissions
Uses the "List of Emission Factors by Electric Utility Company" for calculation methods and emission factors based on the calculation, reporting, and disclosure system.

■ 3. Other indirect greenhouse gas (GHG) emissions (Scope 3)

Category 1

[5] Emissions unit based on industry-related tables ② Emissions unit based on monetary amount
Purchaser price basis applied

Category 2

[6] Emissions intensity per unit of capital goods price (Secretariat) applied

Category 3

Electricity: [7] Emissions intensity per unit of electricity/heat usage is applied
Gasoline and diesel: LCI database IDEAv2 (for calculating supply chain greenhouse gas emissions)
Version: v2.3

Category 4

[2] Emissions coefficient for [transportation] in the calculation, reporting, and disclosure system of the Global Warming Act ① Fuel method used

Category 5

What is recycled?
[8] Waste type and processing method emission unit applied
Items to be incinerated
LCI Database IDEAv2 (for calculating supply chain greenhouse gas emissions) Version: v2.3
System equipment waste
[9] Applying waste emission units by type

Category 6

[11] Emissions intensity per travel expense paid, [12] Emissions intensity per number of nights stayed

Category 7

[11] Emissions intensity per transportation expense paid is applied

Category 11

The emission factor associated with the combustion of filled fuel is applied from the list of emission factors in the Global Warming Countermeasures Act.

Category 12

[8] Emissions intensity by waste type and treatment method

Category 13

Applying emissions intensity per floor area at logistics centers and ready-meal manufacturing plants

Category 15

Applying our emissions intensity per operating revenue

*Category 8, 9, 10, and 14 are not included in the calculation.

Greenhouse gas emissions by category (FY2024)

Emissions data by category for fiscal year 2024 from ESG data

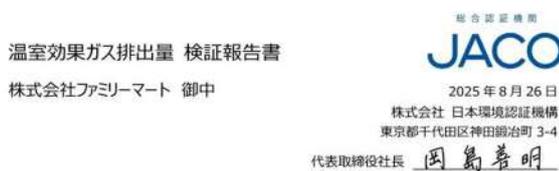
Scope, Category	CO2 Emissions	Ratio
SCOPE.1 Direct discharge ③	80,006	1.12%
SCOPE.2 Indirect emissions from energy sources ② ⑥	971,209	13.56%
SCOPE.3 Other indirect emissions	6,112,173	85.33%
Cate.1 Purchased products/services ①	5,181,539	72.33%
Cate.2 Capital goods	158,615	2.21%
Cate.3: Fuels not included in SCOPE.1 and 2 and energy-related activities	153,950	2.15%
Cate.4 Transportation and distribution (upstream) ④ ⑤	160,055	2.23%
Cate.5 Waste generated from business ②	153,249	2.14%
Cate.6 Business trip ②	2,460	0.03%
Cate.7 Employee commuting ②	1,427	0.02%
Cate.11 Use of sold products	402	0.01%
Cate.12 Disposal of sold products ⑥	3,016	0.04%
Cate.13 Leased assets (downstream)	46,163	0.64%
Cat.15 Investment	251,297	3.51%
total	7,163,388	100%

Third-party verification

FamilyMart undergoes third-party verification to ensure that the calculation results of its supply chain emissions (Scopes 1 to 3) are properly evaluated and verified.

We requested the Japan Audit and Certification Organization for Environment and Quality (JACO) to verify our greenhouse gas emissions for fiscal year 2024, and the results confirmed that CO₂ emissions across our entire supply chain will be 80,006 t-CO₂ for Scope 1, 971,209 t-CO₂ for Scope 2, and 6,112,173 t-CO₂ for Scope 3.

In light of the results of this third-party verification, we will continue to work to improve the accuracy of our published figures and to increase trust both inside and outside the company.



株式会社日本環境認証機構（以下、「当社」）は、株式会社ファミリーマート（以下、「組織」）により報告された温室効果ガス排出量に対して検証を行った。

1. 検証の目的及び範囲

当社は、組織により報告された2024年度（2024年3月1日から2025年2月28日まで）の温室効果ガス排出量情報について検証を行った。検証の目的は、報告情報の信頼性および正確性など、報告情報の信頼性を検証した結果についてその見解を述べることにある。

- 1) スコープ1及びスコープ2 温室効果ガス排出量
 - ・組織の事務所（本社・営業所等）の事業活動に伴うエネルギー起源 CO₂ 排出量
 - ・組織の店舗（直営・フランチャイズ）の運営に伴う温室効果ガス排出量
- 2) スコープ3 温室効果ガス排出量
 - ・組織の定義に基づくカテゴリ1~7、11~13及び15 排出量

温室効果ガス排出量を算定し、報告する責任は組織にあり、当社の責任は、独立の立場から組織によって算定された温室効果ガス排出量に対する意見を表明することにある。

2. 検証手続

当社は、ISO 14064-3:2019, Greenhouse gases – Part 3: Specification with guidance for the verification and validation of greenhouse gas statements に準拠して検証を行った。当社は、限定的保証の一環として以下の活動を行った。

- ・温室効果ガス排出量を特定し、算定する責任のある組織の関係者へのヒアリング又は書類による確認
- ・温室効果ガス排出量を決定するために用いられた情報（データ）に対し、算定基準の適用方法、データの測定方法、組織が採用した仮定、その基礎となるデータの評価、算定結果の公表における記載の検討
- ・温室効果ガス排出量の正確性を確認するための情報（データ）のサンプリングによる検証

限定的保証水準の検証で適用される検証活動は、その性質、時期及び範囲が、合理的保証水準の検証ほど広くない。

3. 検証の結論

当社が実施したプロセス及び手順に基づくと、組織の温室効果ガス排出量声明に、次の事項を示す根拠は見出されなかった。

- ・重要性の観点から正しいとはいえない、また、温室効果ガスデータ及び情報を公正に表示していない。
- ・GHG の定量化、モニタリング及び報告に関する関連国際規格、又は関連する国家規格若しくは国内慣行を遵守して、作成されていない。

検証された温室効果ガス排出量

スコープ1：80,006 tCO₂e、スコープ2：971,209 tCO₂e、スコープ3：6,112,173 tCO₂e

以上

【検証の独立性、客観性】 組織とJACO検証チームは、特定の利害関係がなく、独立した立場で検証を行いました。

Japan Audit and Certification Organization for Environment and Quality (JACO)
<https://www.jaco.co.jp>



To: FamilyMart Co., Ltd.

Japan Audit and Certification Organization for Environment and Quality (JACO) to conduct independent verification of its GHG emissions data prepared under the responsibility of the Organization.

1. Purpose and scope of verification

With regard to GHG emissions information for the fiscal year 2024 (from March 1, 2024 to February 28, 2025), the verification was conducted. The aim of this verification is to consider the accuracy of the GHG emissions data and to provide a verification opinion.

- 1) Scope 1 and Scope 2 Greenhouse gas emissions
 - ・ CO₂ emissions from energy consumption by business activities at the Organization's offices (headquarters and sales offices)
 - ・ Greenhouse gas emissions from the Organization's stores (company-owned and franchised)
- 2) Scope 3 Greenhouse gas emissions as defined by the Organization (Category 1-7, 11-13 and 15)

The responsibility for accounting and reporting GHG emissions is in the Organization and our responsibility is to express an opinion on GHG emissions information by independent standpoint.

2. Verification procedure

JACO conducted verification in accordance with ISO 14064-3:2019, "Greenhouse gases – Part 3: Specification with guidance for the verification and validation of greenhouse gas statements." We conducted the following activities as part of limited assurance:

- ・ Hearing or document inquiries to the Organization's officials who are responsible for identifying and accounting greenhouse gas emissions;
- ・ Evaluation of the application of the accounting criteria, the method of data measurement, the assumptions adopted by the Organization as well as its basis, and the description of the GHG statement related to the information (data) used to determine the GHG emissions; and
- ・ Verification by sampling in order to confirm accuracy of GHG emissions.

Verification activities applied in a limited level of assurance verification are less extensive in nature, timing and extent than in a reasonable level of assurance verification.

3. Conclusion

Based on the process and procedures conducted, there is no evidence that the Organization's GHG statement:

- ・ is not materially correct and is not a fair representation of GHG data and information;
- ・ has not been prepared in accordance with the related International Standards on GHG quantification, monitoring and reporting, or to relevant national standards or practices.

Verified greenhouse gas emissions

Scope 1: 80,006 tCO₂e, Scope 2: 971,209 tCO₂e, Scope 3: 6,112,173 tCO₂e

The Organization and JACO verification team did not have any specific conflicts of interest and carried out the verification on an independent basis.

Japan Audit and Certification Organization for Environment and Quality (JACO)
<https://www.jaco.co.jp>

Supporting the initiative

Support for the TCFD recommendations

The TCFD (Task Force on Climate-related Financial Disclosures) is a task force established by the Financial Stability Board (FSB) at the request of G20 finance ministers and central bank governors.

In February 2020, FamilyMart endorsed the spirit of the TCFD's final report and began disclosing information on the four core elements of organizational management recommended by the TCFD: "governance," "strategy," "risk management," and "metrics and targets."

▶ [Support for the TCFD recommendations](#)

SBT Certification

The greenhouse gas reduction target set by FamilyMart is a scientifically based target of "well below 2°C," in contrast to the "2°C target" set by the Paris Agreement, and is set by the Science Based Targets (SBT) initiative. ✳ is certified by.

* "SBT Initiative": A joint initiative by international NGOs CDP, the United Nations Global Compact, WRI (World Resources Institute), and WWF (World Wide Fund for Nature). It promotes the setting of science-based greenhouse gas reduction targets (SBT) toward the goal of the Paris Agreement of limiting the increase in global average temperature due to climate change to a maximum of 2 degrees compared to pre-industrial revolution levels.

■ Certified greenhouse gas reduction targets

Scope 1+2: Reduce by 30% by 2030 compared to 2018

Scope 3: Reduce by 15% compared to 2018 by 2030

Note:

Scope 1: Direct emissions from fuel use within the company

Scope 2: Indirect emissions from the use of heat and electricity purchased by the company

Scope 3: Emissions from the supply chain of corporate activities excluding Scope 1 and 2 (FamilyMart 's target is for Category 1, "purchased products and services")



Support for the TCFD recommendations

The Task Force on Climate-related Financial Disclosures (TCFD) is a task force established by the Financial Stability Board (FSB) at the request of G20 finance ministers and central bank governors. The TCFD aims to ensure proper capital allocation, efficient financial markets, and a sustainable and stable economy by examining how companies should disclose information on risks and opportunities associated with climate change and enabling appropriate evaluations by investors.

FamilyMart endorsed the spirit of the TCFD final report in February 2020 and will disclose information on the four core elements of organizational management recommended by the TCFD: "governance," "strategy," "risk management," and "metrics and targets."

Governance and Risk Management

At FamilyMart, in order to respond appropriately to the wide range of climate-related risks and opportunities that could have a widespread impact on the value chain, they are managed in a centralized manner by the Sustainability Committee, which oversees sustainability activities for the entire Group.

The committee monitors trends in natural disasters and laws and regulations, considers response plans, sets climate-related goals and implementation plans, including "Famima Eco Vision 2050," and manages and evaluates progress. Matters discussed by the committee are reported to the Board of Directors as appropriate, and the annual budget and business plan are reviewed.



Sustainability Committee	
Head	CMO* and General Manager of the Marketing Division
Office	Sustainability Promotion Department
Main Roles	<ul style="list-style-type: none"> • Risk management for natural disasters and trends in related laws and regulations • Sets climate-related targets • Develops response plans and manages their progress, conducts assessments

Strategy

■ Scenario analysis objectives and methods

FamilyMart recognized climate-related risks and opportunities in 2020 and conducted a scenario analysis to verify the validity of current climate change countermeasures and to utilize the results in formulating future business strategies. We adopted multiple scenarios of 2°C and 4°C, aiming to conduct sustainable business activities even under different weather and social environments. The target period was set to 2050, as this is the final target year of the "Famima Eco Vision 2050"

■ Analysis target

[Business] Domestic convenience store business

[Scope] Raw material procurement, manufacturing outsourcing (meal replacement), logistics, stores, consumer use

[Period] From now until 2050 (Short term: within 1 year / Medium term: within 10 years / Long term: more than 10 years)

■ Recruitment scenario

[Transition scenario] IEA WEO2019 SDS (2°C)/CPS (4°C)

[Physical scenario] IPCC 5th Assessment Report: 2.6 (2°C) / 8.5 (4°C)

■ Analysis steps

- (1) Cover the impact that each climate-related risk and opportunity factor may have on the value chain described in the scope of the analysis.
- (2) Take an overview of (1) and organize the risks that are more likely to occur
- (3) Based on the adopted scenario, verify the business impact and calculate the financial impact under the 2°C and 4°C scenarios.
- (4) Consider measures to address the results of (3)

■ RESULTS

As shown in the results of the scenario analysis, the results of the analysis assuming a 4°C world, where current policies are extended and natural disasters are expected to worsen, and a 2°C world with severe climate change measures, show that in the former, the risk of damage at all stages of the FamilyMart value chain, from raw material procurement to the store, is greater due to acute physical risk impacts. In the former, the risk of damage at all stages of the value chain, from raw material procurement to stores, is greater due to acute physical risks. The impact of rising temperatures on changes in consumer behavior is also likely to be relatively large, and failure to introduce products commensurate with changes in temperature zones could lead to lost opportunities. In the latter 2°C world, climate-related policies are expected to be strengthened, and investment costs will be incurred to comply with the introduction of carbon taxes and stricter regulations on CFCs and plastics.

Scenario Analysis Results												
Major Risk	Medium Risk	Sub Risk	Length of Effects	Major Climate-Related Risks and Opportunities Anticipated for FamilyMart's Value Chain						Scale of Business Impact by Scenario		
				Product Planning	Raw Material Procurement	Manufacturing	Logistics	Store Sales	Consumer Use	2°C Scenario	4°C Scenario	
Physical Risks	Acute	Intensification of Extreme Weather (Typhoons, Flooding, etc.)	Short-term		[Risks] <ul style="list-style-type: none"> Product supplies suspended due to supplier or distribution center damage or disruption of road networks. Opportunity losses due to store damage or closure [Opportunities] <ul style="list-style-type: none"> Switch supply system when suppliers or logistics center are damaged, or road networks are disrupted. Build a system to operate stores at an early stage (emergency generators, etc.) 					Small	Large	
	Chronic	Increase in Average Temp.	Long-term		[Risks] <ul style="list-style-type: none"> Insufficient supplies due to deterioration in raw material productivity [Opportunities] <ul style="list-style-type: none"> Diversify sources of raw materials Expand the use of plant factories Development of alternative products 					Small	Small	
Transition Risks	Market	Steep Increase in Raw Materials Costs	Long-term									
	Policy and Legal	Introduction of Carbon Tax	Medium-term		[Risks] <ul style="list-style-type: none"> Taxation at each level of the value chain Capital investments for emission reductions [Opportunities] <ul style="list-style-type: none"> Reduction of purchased electricity through installation of energy-saving equipment and solar panels in stores Environmental education to promote energy-saving habits Consolidation of energy contracts Facilitate the introduction of environmentally friendly delivery vehicles Supplier manufacturing processes Equipment innovation 					Large	Small	
		Strengthened Fluorocarbon Regulations	Short-term						[Risks] <ul style="list-style-type: none"> Investment in non-fluorocarbon refrigeration/freezer equipment [Opportunities] <ul style="list-style-type: none"> Reduction of electricity consumption through the use of non-fluorocarbon refrigeration/freezers. 		Small	Small
	Strengthened Plastic Regulations	Medium-term		[Risks] <ul style="list-style-type: none"> Switch to plastic alternatives for containers, packaging, supplies, etc. [Opportunities] <ul style="list-style-type: none"> Hold down legal compliance costs by using environmentally friendly packaging Enhance brand image by communicating information to consumers 							Large	Small
Market/Reputation	Changes in Consumer Behavior/Preferences	Long-term		[Risks] <ul style="list-style-type: none"> Changes in the number of in-store customers and a shift in products that sell well due to changes in customer behavior Decrease in sales of fall/winter products due to warmer winters Decrease in customer loyalty when appropriate environmental measures for products/services are not taken [Opportunities] <ul style="list-style-type: none"> Use of purchasing data for product management Creation of new needs and market opportunities in response to consumer concerns about climate change 							Small	Large

Goals and Indicators

FamilyMart is working to reduce climate-related risks and enhance opportunities, and has set short- to long-term goals and indicators that cover each stage of the value chain.

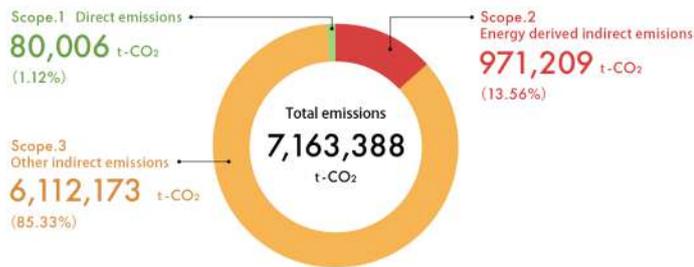
Target/Category	Period	Targets/Metrics
Famima Eco Vision 2050	Long-term	Greenhouse gas reduction CO ₂ emissions from store operations 2030: 50% reduction 2050: 100% reduction (compared to 2013)
		Plastic countermeasures Percentage of environmentally friendly materials used 2030: 60% 2050: 100%
SBT (Science Based Targets)	Medium-term	Scope 1 + 2 2030: 30% reduction (compared to 2018)
		Scope 3 (Category 1) 2030: 15% reduction (compared to 2018)

Scope Emissions

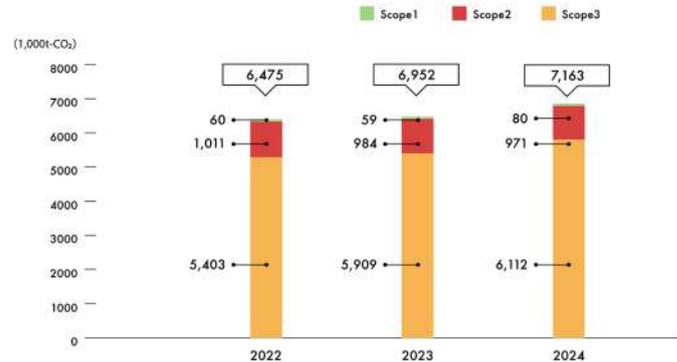
FamilyMart is working to understand and reduce CO2 emissions (*) throughout the entire supply chain, including not only emissions from FamilyMart stores, but also from raw material procurement by suppliers to product manufacturing and logistics, as well as waste disposal by consumers. We will continue to work to improve the accuracy of data collection and expand the scope of calculations, and analyze the results of calculations to strengthen our efforts to reduce CO2 emissions throughout the entire supply chain.

(*) Calculations based on the Ministry of the Environment and the Ministry of Economy, Trade and Industry's "Basic Guidelines for Calculating Greenhouse Gas Emissions Throughout the Supply Chain (Ver. 2.7)"

Emissions by Scope (FY2024)



Trends in CO2 emissions by scope



Sustainable resource use and prevention of environmental pollution

- ▼ Goals based on Famima Eco Vision 2050
- ▼ Initiatives for products using plastics
- ▼ Initiative to charge for cutlery
- ▼ Product Initiatives
- ▼ Store Initiatives

Basic Concept

With the enforcement of the Plastic Resource Circulation Promotion Act in April 2022, the importance of resource circulation related to plastics in Japan is increasing. All parties involved in the entire life cycle of plastics are required to work together to further reduce the number of products that use plastic, including through environmentally friendly design, reduction in usage, and emission control.

FamilyMart In addition to reducing the use and efficient utilization of raw materials, including natural resources, we are working to prevent environmental pollution through our supply chain by controlling and reducing the generation of waste and recycling it. In particular, we are actively working to reduce the use of plastics by improving containers and packaging and switching to materials with less environmental impact, thereby contributing to the promotion of sustainable production and consumption patterns.

Additionally, FamilyMart is working to reduce plastic use by promoting the use of environmentally friendly materials in the containers and packaging of its original products, with the goal of using 60% of these materials by 2030 and 100% by 2050.

Goals based on Famima Eco Vision 2050



Plastics

Environmentally friendly containers and packaging, original products
Uses environmentally friendly materials

2030

2050

60%



100%

Details of the initiative

We will promote the use of environmentally friendly materials, such as incorporating plant-based biomass plastics and recycled PET for containers and packaging materials.

In addition to original products, we will also promote the use of biomass in plastic bags, aiming for the proportion of environmentally friendly materials to be 70% by 2030, including for supplies.

▶ For an overview of "Famima Eco Vision 2050" click here

Initiatives for products using plastics



FamilyMart 's approach to reducing plastic

FamilyMart is working to reduce the amount of plastic used in distributing products to customers, with the goal of reducing the amount of petroleum-based plastics used by 50% by fiscal 2030 compared to fiscal 2019. For this reason, we are making efforts to reduce the amount of spoons and other items distributed in our stores by using products designed with environmental considerations and by speaking to customers.

Environmentally friendly design of plastic products

1. Lightweight
2. Use of alternative materials (wood, etc.)
3. Biomass plastic blend

Lightweight design spoon



Date of introduction: April 2021
 Environmental friendliness: 1.
 Weight reduction
 Target stores: All stores

We changed the design of the handle of the spoons we give to customers when they purchase bento boxes or soup, and have reduced the amount of plastic used by approximately 12%.
 Nationwide rollout begins in September 2021.

Wooden stirrer



Launch date: March 2020
 Environmentally friendly: 2. Made of wood
 Target stores: All stores

We are switching to wooden stirrers for countertop coffee. Not only are the main body made of wood, but the exterior is also made of paper.

Straw (long)



Date of introduction: November 2019
 Environmentally friendly: 3.
 Biomass blend
 Target stores: All stores

We have changed the material of the bendable straws that we provide when purchasing paper cartons of drinks, etc. to a material containing biomass.

FamilyMart Frappe Straws



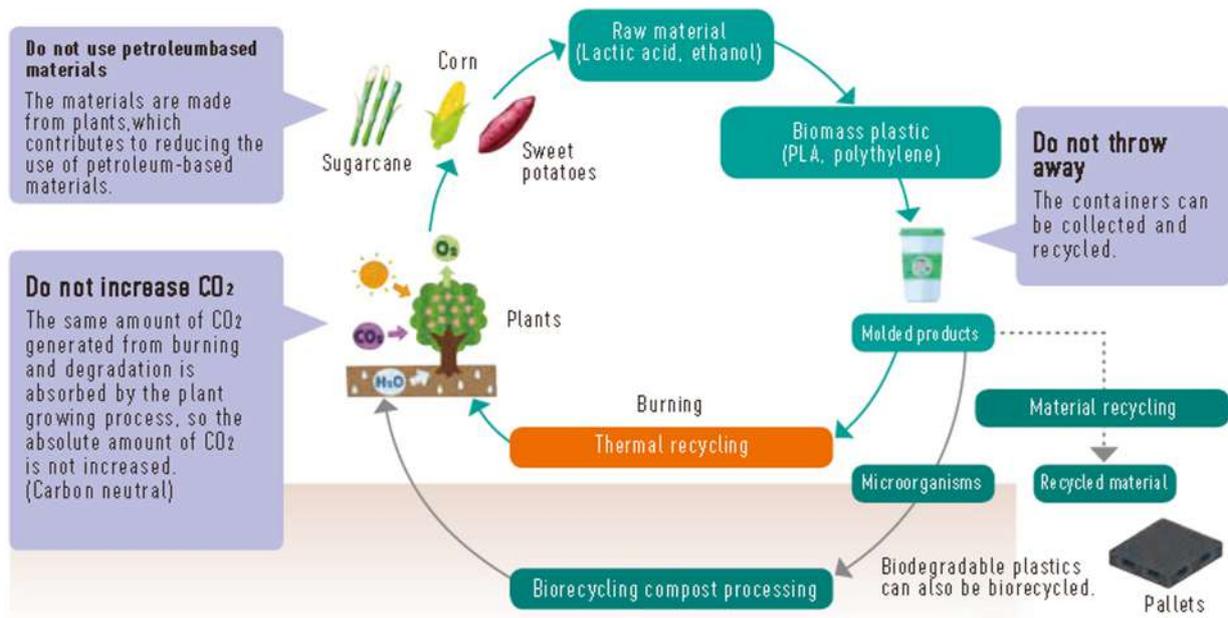
Date of introduction: June 2021
 Environmentally friendly: 3.
 Biomass blend
 Target stores: All stores

We have changed the material of the straws you use when purchasing FamilyMart Frappes to a biomass-blended material.

Use of plant-derived biomass plastics

Biomass plastics are made from renewable organic resources such as plants. The amount of CO₂ used by the plants during photosynthesis is almost the same as that used when disposing of the container, so there is no substantial increase in the amount of CO₂. There are methods for synthesizing resins from intermediate raw materials such as ethanol obtained by fermenting plant raw materials such as sugar from sugarcane and corn, and oils and fats, and research and development of new resins is progressing around the world.

Environmental circulation of biomass plastics



Distributing plastic forks to be suspended

In order to reduce the amount of plastic used, FamilyMart has decided to stop providing plastic forks in its stores.

However, we are taking into consideration the convenience of our customers, for example by providing bamboo chopsticks instead to customers who request forks, and continuing to provide forks to customers who are not accustomed to using chopsticks.



Initiative to charge for plastic spoons, forks, and straws

Starting January 29, 2024, FamilyMart will begin charging for plastic spoons, forks, and straws at some of its directly managed stores nationwide.

As a result of the implementation of the fee, the total number of spoons, forks, and straws provided per day at each target store was reduced from 51.0 to 11.2 (-39.8, approximately 78% reduction) compared to before the fee was introduced. The weight of plastic used was reduced from 100.5g to 23.1g (-77.4g, approximately 77% reduction). *The data covers the period from January 29 to August 31, 2024.

We have prepared a report summarizing the verification results, including the reduction status, which we would like to share with you.



[Click here for the report on the charge for spoons, forks, and straws\(JP\)](#)

Product Initiatives

*Product images and plastic reduction amounts are based on information available at the time of release.

Environmentally friendly packaging (Famima no Eco Pake)

At FamilyMart, we are working to reduce the weight of containers and packaging for our original products, switch to alternative materials such as paper, and use materials with less environmental impact, such as biomass plastics made from plants. Since 2020, we have been actively promoting these initiatives under the name "Famima no Eco Pake."

[List of Famima no Eco Pake\(JP\)](#)

Part of the packaging film for hand-rolled rice balls has been changed to one made from bio-PP.

Starting in April 2022, we will change some of the packaging film for our hand-rolled rice balls to film made with bio-PP*1, and will gradually introduce this to stores in the Tohoku, Kanto, Chubu, and Hokuriku regions. By changing the packaging film for all hand-rolled rice ball products to one containing bio-based materials, we expect to reduce the amount of petroleum-based plastic used by about 7 tons per year.

This is the first commercialization of bio-PP film using the mass balance approach*2 in Japan*3.



- ※1 Abbreviation for polypropylene, which uses renewable organic resources such as plants as raw materials.
- ※2 The mass balance approach is a method for allocating certain characteristics to a portion of a product in proportion to the amount of raw materials input when raw materials with certain characteristics (e.g., biomass-derived raw materials) are mixed with other raw materials (e.g., petroleum-derived raw materials) during the processing and distribution process from raw materials to products.
- ※3 Research by Itochu Plastics Co., Ltd.

Thinner packaging film for rolled rice balls

In August 2021, we made the packaging film for our straight-rolled rice balls thinner and changed it to one that contains bio-based materials. This will reduce the amount of petroleum-based plastic used by approximately 15% per unit compared to previous products, or approximately 70 tons per year.



Lighter containers for chilled bento and chilled sushi

Starting in January 2024, we will be reducing the weight of our chilled bento containers and switching to more environmentally friendly materials for our chilled sushi containers. We have also switched to white containers to reduce the use of petroleum-based ink. Through these efforts, we expect to reduce the amount of petroleum-based plastics by approximately 421 tons per year.



Reduce plastic by thinning sandwich packaging

Starting in May 2024, we will gradually reduce the thickness of our sandwich packaging film by about 14% and begin using some biomass plastic made from plants and other renewable resources. This is expected to reduce plastic usage (petroleum-based) by about 30 tons per year across all categories.



▶ [Related Release\(JP\)](#)

Changed pasta containers to bio-PP containers made from renewable resources

In June 2021, we changed some of the containers for our pasta products to bio-PP*1 containers made from renewable organic resources such as plants. This is the first initiative in Japan to commercialize products using bio-PP containers using a mass balance approach*2.*3

In addition to using renewable raw materials such as waste and residues from the agricultural and food industries, as well as used cooking oil, the company has obtained certification from an independent third-party organization to ensure traceability from raw materials to finished products.



- ※1 An abbreviation for polypropylene, which uses renewable organic resources such as plants as raw materials.
- ※2 The mass balance approach is a method for allocating certain characteristics to a portion of a product in proportion to the amount of raw materials input when raw materials with certain characteristics (e.g., biomass-derived raw materials) are mixed with other raw materials (e.g., petroleum-derived raw materials) during the processing and distribution process from raw materials to products.
- ※3 Research by Itochu Corporation

Changed the packaging of cream puffs

Starting in April 2024, we will gradually make the packaging film of our popular cream puffs thinner and lighter. Biomass plastics will also be used as part of the material, which is expected to reduce the amount of petroleum-based plastic used by approximately 16 tons per year.



▶ [Related Release\(JP\)](#)

■ Changed soup containers to paper

Starting in September 2024, Famimaru KITCHEN will gradually change its soup containers to paper ones. This is expected to reduce plastic use by approximately 170 tons per year.

▶ [Related Release\(JP\)](#)



■ Eco-friendly containers used for all salads

All salad containers (approximately 30 types) sold at FamilyMart are environmentally friendly containers made from biomass plastics, etc. This has reduced the amount of petroleum-based plastic used by approximately 900 tons per year compared to conventional containers.



■ Change the size of Famimaru KITCHEN 's pouch salad

Starting in June 2023, we will be gradually changing the thickness and size of the packaging film for various pouched salad dishes at Famimaru KITCHEN. We are working to reduce the amount of plastic used by changing the height of the packaging from 150 mm to 140 mm and the film thickness from 50 μm to 40 μm.



100% recycled plastic bottles

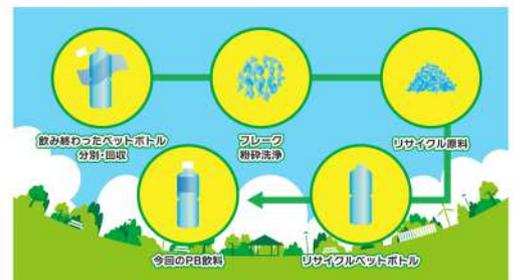
We are promoting the use of recycled PET bottles (bottle to bottle) made from 100% recycled PET resin recycled from used PET bottles for our private brand "Famimaru."

By July 2024, the introduction will be completed for seven standard unsweetened tea products, including green tea, barley tea, and rooibos tea. It has also been introduced to containers for mineral water, coffee, etc., and the amount of new plastics manufactured from petroleum is expected to be reduced by approximately 4,750 tons per year.

▶ Related Release(JP)



Famimaru 's bottled drinks



Bottle-to-bottle (horizontal recycling) concept

Changed iced coffee cups from plastic to paper

In April 2022, Famima!! *We will gradually change the cups used for iced coffee sold in our stores from plastic to paper and introduce strawless lids for iced coffee. We expect to reduce plastic usage by more than 6 tons per year (compared to February 2021 to January 2022).

* "Famima!!" is a FamilyMart store brand that operates in specific facilities in urban areas, such as office buildings and hotels (50 stores in operation as of April 2025).



Switching to side shrink packaging

Previously, we used "full shrink packaging" for our lunch box containers, in which the entire container was wrapped. However, in February 2014, we began using "side shrink packaging," in which film is only applied to the joint between the container and the lid, and had completely switched over to this method by February 2015.

This has resulted in a reduction of 541 tons of plastic raw materials and 1,934 tons of CO2 emissions per year (compared to conventional wrap film). Side shrink packaging also has the advantage that the product is easy to see and can be opened by anyone, from the elderly to children.



Side shrink packaging

Vegetable ink expansion

We are gradually switching over the printing inks used on the packaging of rice balls, hand-rolled sushi, sandwiches, bread, etc. to those made from plant-derived ingredients, such as rice ink, botanical ink, and vegetable ink.

Compared to conventional inks, this ink uses less petroleum and reduces CO2 emissions by approximately 100 tons, helping to reduce the environmental impact.

Containers made from recycled PET

Recycled PET is used for the Choy Deli main container and some of the packaging for cooked noodles.



Store Initiatives

Initiatives to make effective use of marine plastic waste

FamilyMart In addition, posters advertising the use of marine plastic waste as part of the raw materials are displayed in the stores to raise awareness of the marine debris problem, which is a global issue. This is part of our efforts to raise awareness of the marine litter problem, which has become a global issue.

Note: This product was developed in collaboration with Itochu Corporation and TerraCycle Japan, LLC.

Stores that have introduced shopping baskets

February 2021~

Nagasaki Prefecture	Tsushima Izuhara Otebashi store, Iki Ashibe store, Iki Gonoura Higashi store
Fukuoka Prefecture	Bayside Place store



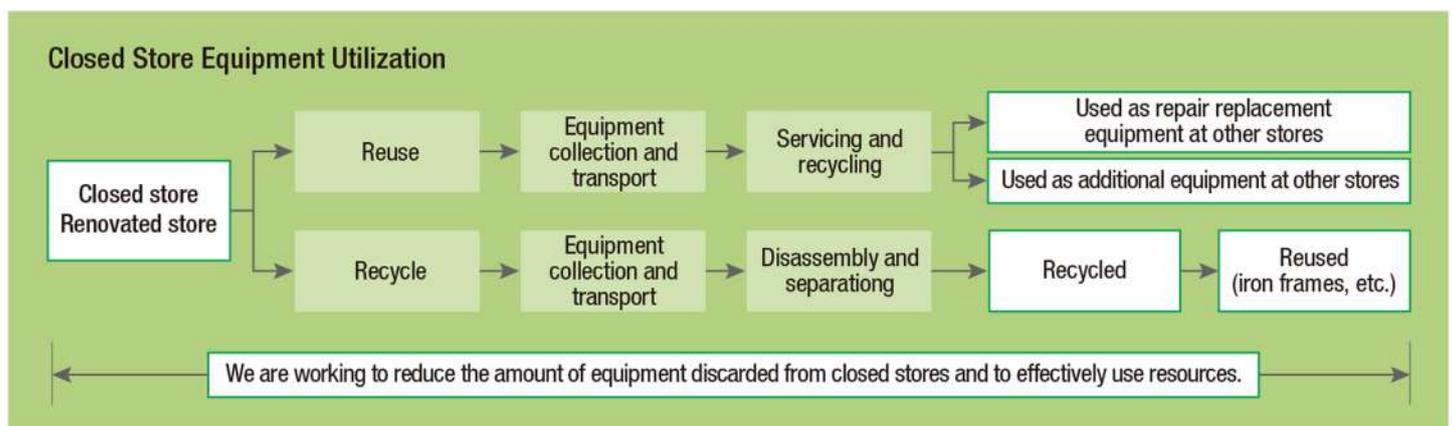
From October 2021

Tokyo	Ota Minami Magome 6-chome store, Isuzu Head Office store Harumi Center Building store, Ministry of Economy, Trade and Industry store, Diamond Gate Ikebukuro store Palace Side Building store, Ichibancho store, Musubu Tamachi store Itochu Building Store, Hamamatsucho Building Store, Hamamatsucho 1-chome Store
Saitama Prefecture	Saitama Prefectural Office Store, Saitama Nishibori Store
Chiba Prefecture	Makuhari Techno Garden store, Kaihin Makuhari Station North Exit store
Niigata Prefecture	Sanjo Shinbo store, Sanjo Nakashin store Sanjo Tajima store, Sanjo Senbanno store, Sanjo Osaki store
Mie Prefecture	Mie Prefectural Office



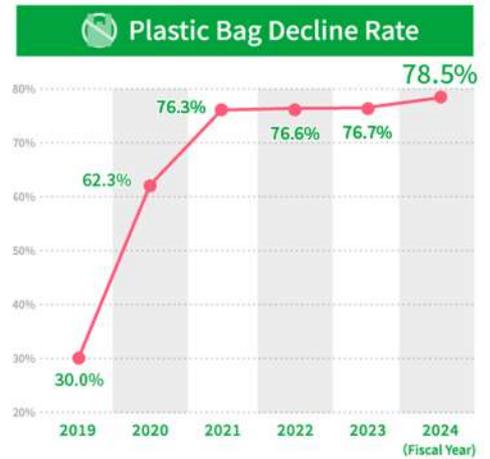
Recycling fixtures from closed stores

Among the counter fixtures discarded when a store closes, those that can still be used are refurbished and reused as additional fixtures in existing stores or as replacement fixtures for repaired equipment. Unusable items are dismantled, sorted, and recycled as raw materials for equipment and materials (steel, copper, etc.).



Initiatives to reduce the use of plastic bags

Reducing plastic bags not only reduces packaging but also CO2 emissions, so appropriate measures that take into account the characteristics of each business have been required. In response to this, a ministerial ordinance was revised in July 2020, making it mandatory for retail businesses to charge for plastic bags. FamilyMart 's refusal rate for fiscal 2024 remains high at 78.5%.



Biodiversity Conservation

 [Click here for the TNFD disclosure report \(regarding coffee beans from our original products\)\(JP\)](#)

 [Related Release\(JP\)](#)

Basic Concept

In order to achieve nature positive (regeneration of nature) by 2030 as stated in the "Kunming-Montreal Declaration" adopted at the Conference of the Parties to the Convention on Biological Diversity in December 2022, there is an accelerating movement for companies to disclose information on the impact of their business activities on the environment and their degree of dependency. Biodiversity issues, along with climate change, have become important issues that must be resolved socially.

FamilyMart recognizes that our business activities, which work hand in hand with local communities, are supported by, but also impact, biodiversity, the bounty of nature, and that the loss of biodiversity is a global issue.

Based on our long-term environmental goal, "Famima Eco Vision 2050," we have been proactively undertaking a variety of initiatives to protect biodiversity, including the proactive introduction of energy-saving equipment in stores to reduce CO2 emissions, which have an impact on climate change; curbing the generation of plastic waste, which pollutes the ocean and has a negative impact on ecosystems; switching to environmentally friendly materials for containers; and reducing food waste by developing products that use non-standard ingredients.

Going forward, we will further promote these initiatives and work towards achieving "nature positive" through various initiatives, including responding to disclosure requests by the Task Force on Nature-related Financial Disclosures (TNFD).

Related goals and progress



Task Force on Nature-related Financial Disclosures (TNFD)

FamilyMart supports the philosophy of the Task Force on Nature-related Financial Disclosures (TNFD), an international organization that aims to build a framework for corporate risk management and disclosure regarding natural capital, biodiversity, etc. In July 2023, we joined the TNFD Forum, a network of companies and organizations that support TNFD activities, and revised our biodiversity conservation policy to take into account international treaties and other standards.

The new policy adds items such as supporting sustainable production and collaboration with stakeholders, and declares that it will promote efforts toward nature-positive (nature restoration), which means "halting the loss of biodiversity and putting it on the road to recovery." It also lists the procurement of raw materials for original products as a priority item.

 [Biodiversity Conservation Policy can be found here](#)

Against this backdrop, FamilyMart is currently prioritizing the disclosure of nature-related issues for our original products, in line with the TNFD final recommendations in September 2023, with reference to raw materials that have a high environmental impact.

In September 2024, we became the first major convenience store to disclose information about the coffee beans used in our original counter coffee product, FAMIMA CAFÉ Mocha Blend.

Overview of the TNFD Disclosure Report (Regarding Original Product Coffee Beans)

① Subjects of this survey and analysis

- Production of coffee beans from Yirgacheffe, Ethiopia, used in Famima Café 's mocha blend.

② Key points of the survey and analysis

- From the perspective of biodiversity, we confirmed that in the coffee-producing regions mentioned above, dependence on water and soil, and deforestation due to coffee bean production and conversion to farmland have an impact on soil, water, and terrestrial ecosystems.
- We confirmed that in the above-mentioned producing areas, in addition to being farms that make use of original forests, they practice "traditional farming methods" such as planting shade trees, reducing water usage through natural selection, and reusing unneeded coffee cherries as fertilizer.
- In order to increase yields, local export companies are providing "agricultural guidance" such as making use of existing farmland by selecting branches, rather than developing new forest land for farming.

③ Future plans

- In order to ensure a sustainable procurement of the above coffee beans, we will provide agricultural guidance, such as the continuation of traditional farming methods, through our export companies.
- We will continue to conduct research and analysis on the raw materials used in our original products, and promote initiatives to conserve biodiversity and be nature-positive.



The mocha beans we use are from Yirgacheffe



Local farm scene

 [Click here for the TNFD disclosure report \(regarding coffee beans from our original products\)\(JP\)](#)

 [Related Release\(JP\)](#)

Priority issue 2: Evolving into a people-oriented hub for revitalizing the local community



Social background and awareness of issues

As social issues become more diverse and complex, it is now commonly understood at a global level that companies, as members of society, must proactively get involved in local and regional communities, understand the issues facing the countries and regions in which they operate, and contribute to resolving these issues.

Japan, which is facing a declining birthrate, aging population and declining population, is facing changes in its social structure, such as urbanization and diversification of family structures, along with demographic changes. In addition, lifestyles are diversifying due to an increase in the foreign population and progress in work style reforms. In this environment, the role of brick-and-mortar stores as retailers that support daily life is becoming increasingly important.

These changes will have a significant impact on FamilyMart 's business, so we believe they are issues that cannot be overlooked.

In recent years, natural disasters such as earthquakes and typhoons have become more frequent and severe, and there is a need to further improve resilience against such disasters. We recognize that one of our important responsibilities is to strive to ensure a stable supply of supplies in the event of a disaster.



Our Vision

FamilyMart 's [Social Contribution Policy](#) is to fulfill its social role and to operate convenience stores that feel welcoming to everyone in the community in order to create better communities as a company that lives hand in hand with local communities.

Therefore, we see local community issues as needs, and as a safe and secure base for the people living in the town, we focus on services that provide convenience in order to contribute to the development of the local community while working closely with people and the region. We also aim to provide new convenience to our customers as the center of the local community, while responding to changes in social structure and lifestyles.

We have also begun efforts to support farmers in order to revitalize each region.

Attempt



Development and revitalization of local communities ▶

Disaster prevention and support for affected areas ▶

Healthy Development of the Next Generation ▶

Supporting and collaborating with NGOs and NPOs ▶

Cooperation with local governments ▶

Basic Concept



As a retailer that is part of social and lifestyle infrastructure, FamilyMart works every day to contribute to the development of local communities through community-based management.

Additionally, in the event of major damage caused by natural disasters such as earthquakes or heavy rains, we work in cooperation with the national and local governments, as well as other companies, to utilize our nationwide product supply and logistics networks as part of our social infrastructure functions, and are systematically preparing on a daily basis to provide supplies to affected areas as quickly as possible.

Value created



By utilizing digital technology and providing products and services that meet the needs of the local community, we aim to provide new discoveries and experiences in people's lives and contribute to making everyday life more enjoyable.

We are also working to support farmers and agriculture in Japan, so that it can be passed on to the next generation. By commercializing agricultural products from each region, we aim to contribute to the revitalization of local communities.

Furthermore, in cooperation with local governments and other organizations, we strive to prevent crimes, incidents, and accidents before they occur, contribute to revitalizing local communities through daily communication, and strive to contribute to creating safe and secure local communities by maintaining a stable supply of products to facilitate rapid recovery in the event of a natural disaster or other disaster.

Promotion Structure



FamilyMart has its stores as its bases, with each department, including sales, merchandise, and logistics, demonstrating their capabilities while promoting initiatives that address the needs of each local community. We also provide support to local communities by concluding various agreements with local governments across the country, as shown below.

- Regarding support for areas affected by large-scale natural disasters, we have signed agreements with local governments across the country and are collaborating with other companies and organizations to establish support systems in the event of a disaster.
- In order to respond quickly and appropriately to various local issues, revitalize local communities, and improve services for residents, we have concluded comprehensive agreements with local governments across the country to cooperate in child care, support for the elderly, tourism, promotion, environmental activities, and other areas.
- We are working to conclude monitoring agreements that support activities to ensure that local children and elderly people can live safely and with peace of mind.

Development and revitalization of local communities

- ▼ Initiatives as a hub for regional revitalization
- ▼ Famima Children's Cafeteria
- ▼ Responding to an ageing society
- ▼ Creating a safe and secure city

Basic Concept

As a community hub in the local community, convenience stores recognize that one of their important responsibilities is to contribute to solving problems and promoting interaction while working closely with people and the community.

To that end, we will not only work to improve the environment for children to grow up healthy and to provide more support for the elderly, but also to address issues such as eating alone, such as elderly people living alone and children from dual-income households, and to build circles of support within the community.

Initiatives as a hub for regional revitalization

FamilyMart Food Drive

FamilyMart Food Drive is an activity where households donate food that they can't finish to FamilyMart stores, and deliver it to people in need through cooperative partners such as NPOs and social welfare councils that are involved in activities such as children's cafeterias and food pantries in the community. Through this initiative, food that households can't finish is put to use, leading to food support in the community and reducing food waste. In addition, by using FamilyMart stores nationwide as collection points, local residents can easily participate in social contribution activities. Recipients have said things like, "I'm grateful to receive food support because I can't afford to buy snacks often and I cut back on my food expenses due to high prices." As of the end of February 2025, the program has partnered with 615 organizations, is carrying out activities at 4,225 stores, and has donated more than 400 tons in total in the four years since the program began.



Starting in 2024, in addition to traditional donations from households, we are also receiving cooperation from business partners who support FamilyMart Food Drive. We receive donations of surplus inventory from the supply chain, as well as food and beverages that are not ready for delivery to stores but have plenty of time left until their expiration date, and deliver these to people in need of food support through our partner companies. As a result, the cumulative amount of donations from companies between March 2024 and February 2025 has reached approximately 64 tons (231,671 items).



Stock items provided by our business partners

▶ [For more information about FamilyMart Food Drive click here](#)

Famima Children's Cafeteria

Famima Children's Cafeteria is an initiative aimed at supporting the revitalization of local communities by providing local children and their parents with a place where participants can enjoy meals together and an opportunity for community interaction. The initiative began in April 2019, and by the end of February 2025, approximately 8,011 people had participated in approximately 695 meals.

Some stores offer programs that combine fun meals with experiential events, such as cashiering experiences and tours of the back of the store, in addition to just dining.

In 2023, we will hold collaborative events with the JA Group and others, utilizing each other's assets to create even better programs.

We hope that participants will use the event as a place to build connections within the community, as they will not only be able to interact with the managers and staff of local businesses through meals and events, but will also be able to communicate with each other.

Participants have commented that they had fun and would like to participate again, and we are expanding the number of stores where the event is being held.

▶ [Click here for more information about Famima Children's Cafeteria](#)



Meal scene



Work experience



VOICE

Children's cafeterias have long been misunderstood as "places for children who can't eat." However, in reality, more than 70% of children's cafeterias are operated in a way that does not limit participants. In this situation, FamilyMart, which is loved by many people, held a children's cafeteria with the concept of "building community ties," which became a major opportunity to correct the image of children's cafeterias.

We hope that FamilyMart will continue to take the lead in "creating a community where people can feel a true connection with each other."

In order to contribute to revitalizing community interaction and solving social issues through Kodomo Shokudo, the National Kodomo Shokudo Support Center Musubie was added to the Bridge of Dreams Donation in February 2021. We will consider how to utilize the kindness of customers received through FamilyMart to connect with the common desire of Kodomo Shokudo and FamilyMart, "To be a 'combination with you' next to you, a 'family' that you can feel connected to."

FamilyMart believes that its initiatives to revitalize local communities will go beyond the individual alignment of each of the 17 goals set out in the SDGs and will utilize the fundamental principles and spirit of the SDGs.



Makoto Yuasa,
Chairman of the
Board of Directors
of the Certified
NPO National
Children's
Cafeteria Support
Center Musubie

FamilyMart Gallery

We hold "FamilyMart Gallery" art exhibitions, where artwork by people with disabilities is displayed in the eat-in spaces of our stores. So far, the exhibitions have been held in Utsunomiya, Tochigi Prefecture; Taito Ward, Tokyo; Chiba Prefecture; Miyagi Prefecture; and more. We aim to promote understanding of disabilities in the local community and to support the creation of a society in which everyone can play an active role.



FamilyMart Gallery

Responding to an ageing society

Family Mart Circle

Utilizing the eat-in space in stores, FamilyMart holds "FamilyMart Circle" community gatherings to help resolve issues faced by the elderly. The events create connections between customers, and hold seminars on topics such as "preventing damage from specialized fraud," "voluntarily surrendering driver's licenses among the elderly," and "preventing frailty (a decline in mental and physical vitality that comes with age)" that are being tackled by the police and local governments. Participants, store managers, and store staff exchange ideas and deepen their connections. Going forward, stores will continue to provide information useful for daily life in their respective communities and act as hubs for community interaction, promoting the creation of towns where the entire community supports each other.



Family Mart Circle

Utilizing senior staff

As the aging of the local population progresses, FamilyMart is also focusing on initiatives to utilize the knowledge, skills, and motivation to work of seniors. Taking into consideration the employment situation, our stores actively hire healthy and energetic seniors, who work energetically, making use of the wisdom and experience they have gained from living in the area for many years.

In addition, the networks that seniors have with local people not only create a strong relationship of trust between stores and customers, but also help to build strong ties with the entire community through communication.



Senior staff putting out merchandise

Dementia Supporter

The number of dementia patients is increasing as the population ages. For this reason, the Ministry of Health, Labor and Welfare is working with local governments to train "dementia supporters" who have a correct understanding of dementia and can provide support for patients.

At FamilyMart, in order to support dementia patients and their families with the correct knowledge and understanding of dementia and to utilize this attitude in store operations, we encourage employees to participate in dementia supporter training courses held by local governments, and also hold regular training courses for headquarters employees, including store managers, from Caravan Mate employees. As of fiscal 2025, 3,802 employees have obtained the "Dementia Supporter" certification.

We will continue to hold dementia supporter training courses to increase the number of people who have obtained the certification, while deepening our collaboration with local governments and contributing to creating cities where people can live in peace.



Scene from the Dementia Supporter Training Course held during new employee training

Creating a safe and secure city

Safety Station Activities

As a member of the Japan Franchise Association (JFA), FamilyMart has been working on Safety Station activities to protect the safety of the local community since 2000.

This activity was initiated at the request of the National Police Agency, and in cooperation with the national and local governments, as well as local residents, it is being actively implemented as a measure for everyday crime prevention, disaster prevention, and safety and security, including providing emergency support to wandering elderly people, women, and children, as well as strictly enforcing a ban on the sale of tobacco and alcohol to people under the age of 20, and encouraging young people to return home late at night.

In fiscal 2024, a total of 357 stores were recognized by the JFA for their efforts in preventing specialized fraud and other initiatives.

At JFA award-winning stores, FamilyMart presents a letter of appreciation in the name of the president to store managers and store staff who demonstrate excellent customer service that serves as an example for other stores.

We will continue to operate our stores with a strong connection to the local community as a "safe and secure base for the town."



Safety Station activity store poster

▶ [Japan Franchise Association "SS Hiroba" website](#)

Response status in 2024

Women's rush	986 stores	Over 1,286 times
Children's rush	688 stores	955+ times
Elderly Protection	2,397 stores	Over 4,302 times
Preventing special fraud (bank transfer fraud, etc.)	4,571 stores	
Urging teenagers to go home late at night	5,907 stores	

◆ Representative examples of Safety Station activities

- Protecting a customer from a fraudulent act by "speaking to them" when they noticed something suspicious about their behavior
- Protecting a woman temporarily from a stalker who was following her around
- Protecting and reporting lost children and children who came running in for help
- Protecting and reporting (contacting the family) elderly people who are thought to have dementia or who are in poor health
- Appropriately responded (traffic control, rescue and protection, reporting, etc.) to accidents (traffic accidents, fires, etc.) that occurred near the store.

Preventing the sale of alcohol and tobacco to people under the age of 20

FamilyMart is promoting an initiative not to sell alcohol or tobacco to people under the age of 20. In July 2017, the cash register program was changed so that when alcohol or tobacco products are scanned at the cash register, a message is displayed on both the store staff and customer's cash register screens along with a voice prompt, making it easier to alert store staff and verify the customer's age.

When store staff are hired, they undergo training to verify their age before serving customers. In addition, we provide regular training twice a year on the "alcohol and tobacco sales system" for all store staff.

In addition to keeping records of completion of regular education courses, store managers and supervisors also check whether alcohol sales floor labeling and categorized display as required by law are being carried out properly, and whether POP signs prohibiting drinking and smoking by persons under the age of 20 and posters stating "age verification in progress" are posted.

■ Age verification in stores

1. When you scan an alcohol or tobacco product at the register, you will hear a voice message saying, "Please help us verify your age."
2. At the same time as the voice guidance, a message will be displayed on the register screens of both the store staff and the customer.
3. When the customer presses the button on the register screen, a voice guidance will be heard saying, "You may be asked to present identification."



Register screen message (customer side)



Register screen message (store staff side)

Disaster prevention and support for affected areas

- ▼ Supporting disaster-stricken areas through in-store donations
- ▼ Participated in SEMA, Japan's first private-sector-led emergency disaster response alliance
- ▼ Other support for disaster-stricken areas

Basic Concept

FamilyMart has been designated as a "designated public institution" by the Prime Minister in accordance with Article 2, Clause 5 of the Disaster Countermeasures Basic Act. Designated public institutions play an important role in disaster prevention, emergency response, and recovery, including formulating disaster prevention work plans, and are taking various measures such as the following:

■ Establishment of FamilyMart branch

A satellite communication device was installed on the roof of the head office and a FamilyMart station was opened in September 2022. Through satellite communication lines, the company participates in the central disaster prevention radio network that connects disaster prevention organizations nationwide, such as the Prime Minister's Office, central government agencies, and designated public institutions.

■ Community support in the event of a disaster

FamilyMart can utilize its nationwide logistics network to provide organized transportation and emergency relief supplies, and its stores can also serve as evacuation centers for local residents. For this reason, it has signed agreements with all prefectures to provide relief supplies in the event of a disaster, and is available to accept requests for relief 24 hours a day, 365 days a year, with the Disaster Relief Team, made up of personnel from each relevant department within the company, responding promptly.

Even if a local supply chain is disrupted, nearby bases will support the procurement of raw materials and delivery to stores, leveraging our nationwide logistics network to fulfill our mission as a part of social and lifestyle infrastructure.

■ Responses in ready-meal manufacturing

Even during peacetime, we are working to standardize the production of products that have long shelf lives or can be provided easily so that production is not concentrated in specific factories.

■ Disaster recovery support

Even during the recovery phase, our employees travel directly to disaster-stricken areas as support teams and work to help local people return to their normal daily lives as quickly as possible.

■ Creating disaster-resistant stores

By installing small generators at sales bases across the country, we are able to ensure a power supply to stores in the event of a disaster and build a system that enables sales activities, thereby making stores more disaster-resistant.

■ Building a Business Continuity Plan (BCP)

FamilyMart has established a Business Continuity Plan (BCP) to minimize the negative impact on customers, local communities, and other stakeholders in the event of a large-scale disaster or other emergency. The BCP takes into consideration the maintenance of head office functions, securing ready-meal manufacturing contractors and logistics networks, and even store operations throughout the affected area.

Supporting disaster-stricken areas through in-store donations

When a large-scale disaster occurs, both at home and abroad, we switch in-store donations to "disaster relief donations" and use them to help support the affected areas.

Thanks to the kind cooperation of our customers, we were able to deliver a large amount of financial support to the disaster-stricken areas.

Disaster relief donation results since 2022

Fiscal year	Campaign	Amount
2022	August 2020 heavy rain disaster in-store support donation	18,154,931 yen
	Donations for storefront support in the aftermath of Typhoon Hagibis (Shizuoka Prefecture)	786,991 yen
2023	Donations for in-store support following the Türkiye and Syria earthquake disaster	95,163,156 yen
2024	Donations for the 2024 Noto Peninsula Earthquake Disaster	280,503,389 yen
	Donations for the 2024 Taiwan Eastern Offshore Earthquake Disaster	38,811,615 yen
2025	Donations to support the victims of the Los Angeles wildfires	Total donations: 5,000,000 yen *Includes: 2,159,248 yen in store donations and 2,840,752 yen in donations from FamilyMart Co., Ltd.
	Donations to support the Ofunato City forest fire victims	3,149,718 yen
	Donations to support the victims of forest fires in Imabari City	1,010,312 yen
	Donations to support the Myanmar earthquake victims	21,879,798 yen

In response to the Noto Peninsula Earthquake disaster of 2024, FamilyMart nationwide collected donations for in-store support, and worked with our entire supply chain to provide food support supplies such as rice balls and bread, as well as product support supplies of our private brand clothing, "Convenience Wear." We also dispatched employees to the affected areas to help with store reconstruction efforts and worked to ensure their early recovery. In March 2024, we held the "Hokuriku Umaimon Tour," a fair that brought together delicious dishes from the three Hokuriku prefectures (Fukui, Ishikawa, and Toyama) at approximately 3,700 FamilyMart stores in the Hokuriku, Koshin, and Tokai regions, and donated a portion of the sales to the Japanese Red Cross Society as support for the Noto Peninsula Earthquake disaster of 2024. In addition, from February 11 to March 17, 2025, we held the "Ishikawa Eat and Support Project," which brought together products made with ingredients from Ishikawa Prefecture manufacturers and original products made with Noto Kintoki, at approximately 520 FamilyMart stores in the Hokuriku region. A portion of the sales from our products was donated to Ishikawa Prefecture.

ドロッと濃厚!! 金沢カレー

魚介風味の濃厚な醤油だれと太麺の絡まるおいしさ!

石川県 子ちゃんピロシキカレー 監修
ロースカツカレー

富山県 越前いづも 監修
富山ブラックまぜそば

スギヨの「香り箱極」使用!

石川県 香り箱極

おぼろ昆布×昆布佃煮 昆布づくしの組み合わせ

富山県 おぼろ昆布おむすび 昆布佃煮

豚骨と鶏ガラスープに 紅しょうがが 決め手!

北陸新幹線 敦賀延伸記念

中華そば 一カ 監修
豚骨鶏ガラ醤油味

福井県 福井県産米粉使用 ※本商品に使用している米粉のうち、福井県産米粉は31%です。

福井県 ファミマ・ザ・クレープ 羽三重餅 粒あん&ホイップ

令和6年能登半島地震復興応援

旨いもん巡り 北陸

上記商品の売上の一部を、令和6年能登半島地震災害支援金として寄付致します。

※地域・店舗によっては、一部商品を取り換えている場合がございます。※写真はイメージです。

March 2024 Campaign Details

Participated in SEMA, Japan's first private-sector-led emergency disaster response alliance

The SEMA Emergency Response Alliance* was established in August 2017 with the goal of saving as many victims as possible as quickly as possible in the event of a large-scale disaster in Japan, a region prone to natural disasters. FamilyMart supports this purpose and has participated in SEMA since its inception.

SEMA believes that a system that allows each company and organization to work together is necessary for a rapid recovery from a large-scale natural disaster, so it prepares a list of the supplies and services that its member companies and organizations have in peacetime, and packages the support that each company will provide in the event of a disaster so that they can be delivered quickly to affected areas. It also aims to reduce the burden on affected local governments by exchanging information and coordinating support with public institutions, reducing gaps and waste in support.

*SEMA (Social Emergency Management Alliance): Comprised of a corporate alliance of private companies and a CSO alliance of civic organizations. As of July 2024, 103 companies and 6 civic organizations are members.

SEMA overview



Other support for disaster-stricken areas

We are taking various measures to provide ongoing support to those affected by disasters such as the Great East Japan Earthquake and the Kumamoto Earthquake.

Conducting a lesson on selling wakame seaweed for children

Our employees become lecturers and visit elementary, junior high and high schools to give lectures. In 2012, in collaboration with Save the Children Japan, which provides support for children in disaster-stricken areas, we held a sales support class for students at Suezaki Junior High School in Ofunato City, Iwate Prefecture, which suffered enormous damage from the earthquake and tsunami, during a class on "wakame seaweed farming and sales" during "integrated learning time." The earthquake once swept away the farming facilities and the carefully cultivated wakame, but the students overcame that and resumed their efforts. In the hope of being of some help to them, we taught them the "mental attitude for sales," including how to greet people, serve customers and create promotional materials.

Since 2012, as an ongoing initiative, employee instructors have been visiting schools every year to give classes.

▶ 2024 Activity Report(JP)



Teaching students how to create promotional materials



Selling the wakame seaweed that we cultivated ourselves

Fostering risk awareness regarding natural disasters and accidents

FamilyMart has conducted safety drills for headquarters employees four times a year as a means of fostering risk awareness of natural disasters and accidents. At our approximately 16,300 stores nationwide, we have also incorporated this training as part of our safety drills since 2018, aiming to raise awareness of risk throughout the Group together with our member stores. In addition, store managers and store staff are given a copy of the FamilyMart Emergency Action Guidelines and instructed to keep it with them at all times.

The site is available in both Japanese and English for foreign staff, and includes information on what to do in the event of a major earthquake and what to do in preparation for such a disaster. It can be used by individual stores to check evacuation sites and emergency contact information in case of an emergency.

▶ For disaster prevention measures at home. [Click here for more information on rolling stock](#)

Healthy Development of the Next Generation

- ▼ **Famima Academy** ▼ **"FamilyMart's Thank You Letter Contest"**
- ▼ **FamilyMart Child Store Manager Initiative**

Basic Concept

In any era, supporting children has been one of the most important issues for countries and local communities. In addition to the declining birthrate and aging population, the environment surrounding children is changing due to changes in family structure caused by an increase in dual-income households, and a diversifying society. In addition to issues such as poverty and educational disparities, there is a current need to deepen understanding of diversity and create a society in which everyone can grow up with peace of mind. FamilyMart, together with stores and store staff nationwide, is actively working in cooperation with local communities to promote the healthy development of children who will lead the future and to support families raising children.

Famima Academy

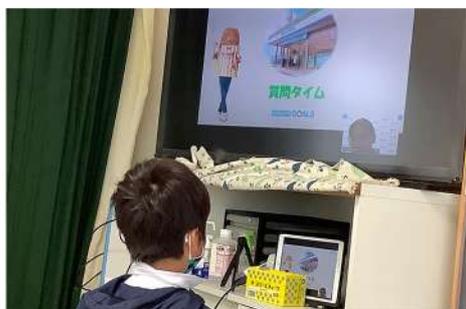
Famima Academy offers fun learning classes on topics such as SDGs and career education for a wide range of students from elementary school to high school.

The SDGs class aims to provide an opportunity to think about and take action on the issues facing the world, and is a program that not only teaches basic knowledge about the Sustainable Development Goals (SDGs), but also specifically and clearly teaches FamilyMart 's efforts toward the SDGs. In addition, the program will cover themes such as LGBTQ, which are closely related to the SDGs.

In the "Career Education" class, employee instructors talk about FamilyMart 's operations and various duties with the goal of helping students who attend the class imagine their future selves.

Not only does this encourage each student to deepen their learning and achieve their goals, but by working together with the school on this initiative, it also helps to improve the skills and motivation of the employees who act as instructors, making it a very meaningful activity for FamilyMart.

Examples from elementary schools



What are the SDGs? Why are the SDGs necessary? What can we all do together? We thought about this together with FamilyMart, with the goal of providing learning experiences that would leave each individual with new realizations.

Examples from junior high schools



In addition to learning about the 17 goals of the SDGs, participants were introduced to examples of environmental and social initiatives in which FamilyMart is actively working, deepening their understanding of the importance of the SDGs.

Examples from High Schools



The classes focused on the connection between the SDGs and society, and included themes such as "career education," which gives students an opportunity to think about their own future, and "LGBTQ," which is gaining social attention.

"FamilyMart's Thank You Letter Contest"

As a member of the local community, we hold a "Thank You Letter Contest" for elementary school students nationwide, with the aim of contributing to the healthy growth of children who will live in the future, cultivating rich hearts, and revitalizing the community. We have been hosting the contest since 2009, and in 2025 will be the 17th time.

People who have gratitude and can honestly express it in words can help revitalize communication in their local community and, as creators of a sustainable society, contribute to the healthy development of the local community.

As email and social media become the primary means of communication and the way we communicate changes, we believe that putting gratitude into words, writing letters, and having children think anew about their feelings of gratitude will not only nurture children's rich sensibilities, but will also help them grow into adults who can honestly say thank you, and will lay the foundation for future communication.

To date, the total number of applications has been about 450,000, and a total of 25,000 elementary schools have participated. In recognition of these achievements and contributions to "Japanese language" and "moral" education, the event was sponsored by the Ministry of Education, Culture, Sports, Science and Technology in 2019 and was awarded the "Minister of Education, Culture, Sports, Science and Technology Award" in 2022. In addition, five past winning works have been published in moral education textbooks published by two companies (2018), and are being used in school education.

The award ceremony for the best work is held at the winner's elementary school, attended by their family, local FamilyMart employees, and store managers and staff from the nearest store, all to celebrate the student's win. Some stores display the submitted works, introducing the achievements of local children and contributing to promoting community interaction by providing a place to celebrate them.

FamilyMart Child Store Manager Initiative

Child Store Manager Initiative is an initiative that allows local children to gain work experience in an actual store.

The program has been well received not only by the children who participate, but also by their parents, as it is an opportunity for them to have fun while learning about store work, such as putting on a real uniform, operating a cash register, and arranging products.

Participating children will be presented with a certificate of "Child Store Manager Initiative."

[▶ Click here for more information about Child Store Manager Initiative\(JP\)](#)



Cash register experience



Experience putting out merchandise

FamilyMart Child Store Manager Initiative + SDGs

This activity combines the "Famima Child Store Manager Initiative" work experience program such as cashiering and product display with FamilyMart's efforts to reduce food loss, make shopping easier for everyone, and sustainability experiences such as the food drive system, quizzes, and other activities. The children and parents who participate in the program not only interact with the local community, but also deepen their understanding of a sustainable society.



Explaining the Eco Discount Stickers



A scene from the pointing sheet experience

Lemonade for everyone

As part of our activities to support children who will represent the future, we have been working since 2023 with children from Minna no Lemonade Kai, a general incorporated association that supports childhood cancer patients and their families.

Every year, we will release a jointly developed beverage (2023: "Minna no Lemonade"; 2024: "Minna no Lemonade Pink Lemonade"), and the packaging will feature a child from among the children. A portion of the sales will be donated to the organization, and will also be used as part of the "Minna no Lemon Santa" activity, which delivers presents to children recuperating in hospitals every year.



Supporting and collaborating with NGOs and NPOs

- ▼ FamilyMart donation results
- ▼ Initiatives using the Bridge of Dreams Fund

Basic Concept

In 1993, FamilyMart began installing donation boxes in all of its stores and accepting donations in-store. In order to act as a bridge between customers and active NGOs and NPOs and to work together on social activities, we have been conducting fundraising activities under the the FamilyMart Connecting Dreams Foundation Donation since 2006. The donations we receive, along with our company's matching gifts*, are used for activities for the future of children and the planet.

In addition, with the office located in the Sustainability Promotion Department at our headquarters, we are proactively working on collaborative projects with the recipients of our donations and are also engaged in support activities that go beyond donations.

FamilyMart operates more than 16,000 stores across Japan, with a total of approximately 15 million customers each day. For this reason, the company believes that in-store fundraising is an important sustainability activity that utilizes its store network to play a major role as a fundraising hub.

*Matching gift: A donation made by a company or other organization by adding a certain percentage to the total amount of donations.

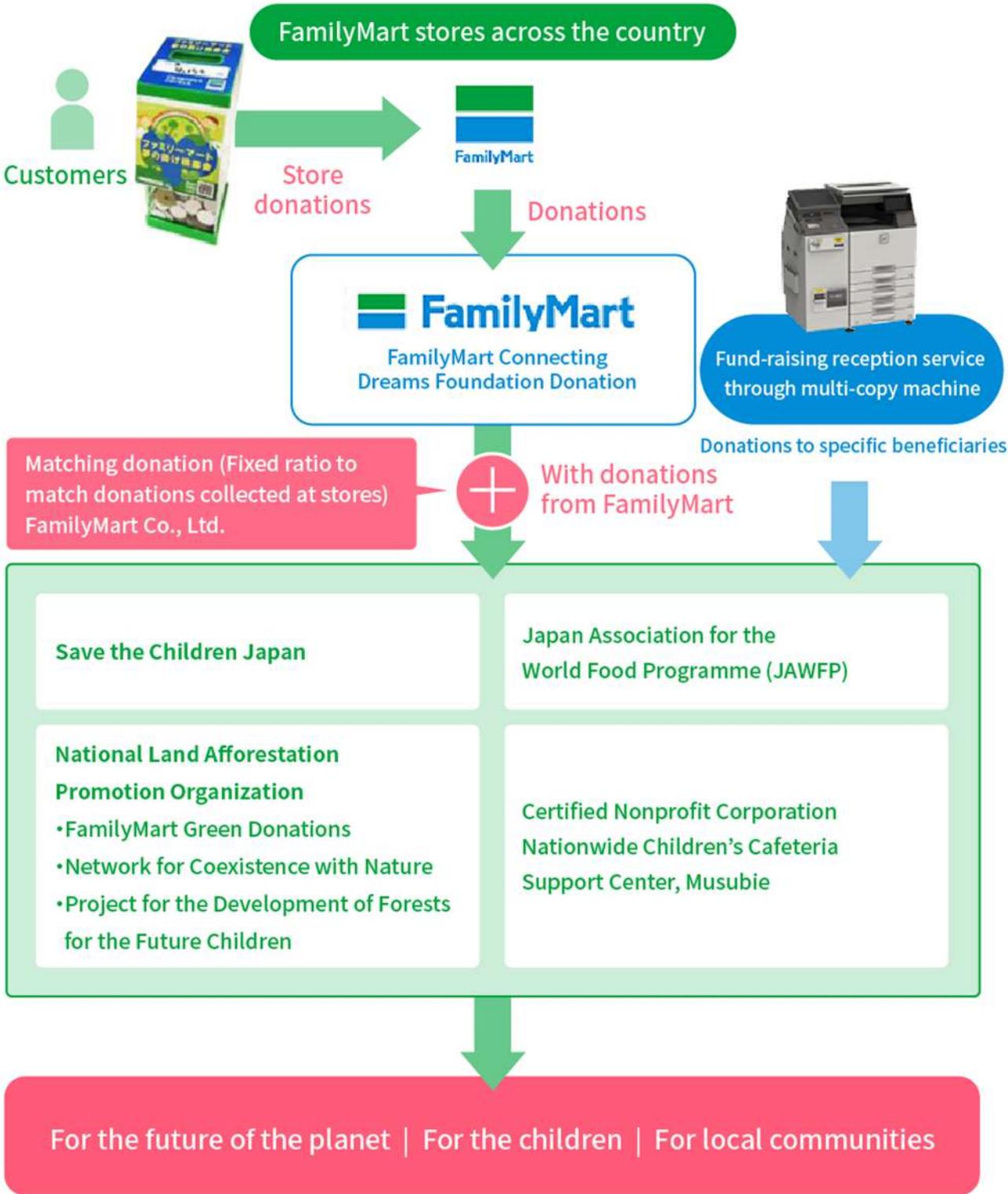
FamilyMart donation results



FY2024 Fundraising Results

Includes in-store donations, multi-copy machine donation reception service, disaster relief donations, major corporate donations, etc.

564,728,738 yen



Fund-raising reception service through multi-copy machine

At a multi-copy machine at a store, customers can donate by specifying beneficiaries and donation amount.
 * Service is available at Fami port at some stores.



Matching donation

FamilyMart makes a matching donation to support the activities of each organization.

Initiatives using the Bridge of Dreams Fund

Save the Children Japan

FamilyMart has been supporting Save the Children since 1993. In addition to directly delivering support to children in Japan and around the world in areas such as emergency and humanitarian aid, education, health and nutrition, disaster prevention, child protection, and solving child poverty, we also support a wide range of activities to promote children's rights, such as social awareness and advocacy (policy proposal) activities. In addition, as "Famima Children's Cafeteria + Save the Children," we collaborate on disaster prevention workshops during Disaster Prevention Month.



©Jordi Matas/Save the Children

Providing mental care and other support to children affected by the Türkiye-Syria earthquake through the "Children's Plaza"

▶ [For more information about our work with Save the Children, click here](#)

Japan Association for the United Nations World Food Programme (WFP)

Since 2006, FamilyMart has supported the United Nations World Food Programme (WFP) in its efforts to eradicate hunger around the world. We also participate as a partner of the Japan Association for the World Food Programme, and in cooperation with WFP, we fulfill our public role in society. We donate a portion of the FamilyMart Bridge of Dreams Fund to provide school lunch support and emergency assistance to deliver life-saving food to people who have lost their homes in conflict or are in need due to disasters.



Children eating fortified biscuits

▶ [For more information about our activities with the United Nations World Food Programme Association, click here](#)

National Land Afforestation Promotion Organization

FamilyMart supports the National Land Afforestation Promotion Organization. Specifically, the organization offers environmental education programs that allow children to experience, learn from, and protect forests through "Forest Classrooms," where kindergarten and nursery school children learn about the importance of forests and nature, "Oral and Writing Koshien," where high school students learn about the wisdom and lifestyles of experts on forests, oceans, and rivers from all over Japan and think about sustainable society, and the "Children's Future Forest Creation Project," where commemorative trees that will become symbols of the region are planted and satoyama (village woodlands) are preserved.



Forest Creation Project for Children's Future

▶ For details on our activities with the National Land Afforestation Promotion Organization, click here

NPO National Children's Cafeteria Support Center Musubie

Starting in 2021, FamilyMart will be supporting Musubie, a certified NPO National Children's Cafeteria Support Center, to provide support to children and families raising children.

We have jointly launched the "Connecting, Linking, Children's Cafeteria Support Project" and implement a grant program four times a year to support the continuation of Children's Cafeterias, and a grant program once a year to support the establishment of Children's Cafeterias.



Certified NPO National Children's Cafeteria Support Center Musubie

▶ For details on Musubieto activities, click here [↗](#)

Save the Children



**Providing aid across the world
for the rights of all children**



Save the Children is an international NGO with over 100 years of history that specializes in supporting children. They work in approximately 110 countries around the world, including Japan, in the fields of emergency and humanitarian aid, health, nutrition, and education.

FamilyMart In 2006, the FamilyMart Connecting Dreams Foundation Donation was launched as an in-store fundraiser for FamilyMart, and continues to support the FamilyMart Connecting Dreams Foundation Donation as an in-store donation recipient.

Support provided through the the FamilyMart Connecting Dreams Foundation Donation

A portion of donations collected at FamilyMart stores nationwide, along with donations designated for donation through the multifunction copier donation service, is donated to Save the Children to support its activities as part of the "the FamilyMart Connecting Dreams Foundation Donation."

The the FamilyMart Connecting Dreams Foundation Donation not only provides direct assistance to children in Japan and around the world in areas such as emergency and humanitarian aid, education, health and nutrition, disaster prevention, child protection and solving child poverty, but also supports a wide range of activities to promote children's rights, such as social awareness-raising and advocacy (policy proposal) activities, thereby helping to realize comprehensive support activities for children.

[**▶ Report on the "the FamilyMart Connecting Dreams Foundation Donation"\(JP\)**](#)

■ Activities in 2024

Save the Children provides emergency and humanitarian assistance to children in difficult situations such as conflicts and food crises, while also providing support in areas such as education, health and nutrition, disaster prevention, child protection, and solving child poverty issues around the world and in Japan. In 2024, we provided support to over 41.1 million children. In addition, a portion of the in-store support donations made following the major earthquake that occurred in central Myanmar in March 2025 will be used through Save the Children to support affected children and their families.



© Save the Children

Save the Children trucks carrying relief supplies (Myanmar earthquake)

▶ [2024 Activity Report](#) 

▶ [Report on major collaborative projects between FamilyMart and Save the Children\(JP\)](#)

■ Main domestic collaborative projects

FamilyMart has worked with Save the Children to comprehensively support children, such as cooperating with the organization's "Children's Food Support Box" and collaborating on outreach classes for junior and senior high school students. In fiscal 2024, to coincide with Disaster Prevention Month in September, the two companies collaborated to hold a disaster prevention workshop incorporating a child's perspective as "Famima Children's Cafeteria + Save the Children," which utilized the eat-in space of FamilyMart stores. Leveraging the strengths of both the company and the NGO, the workshop was held to raise disaster prevention awareness among local children and their families, while also providing them with the knowledge to prepare for any disaster.



▶ [Jointly hosting "Famima Children's Cafeteria + Save the Children"](#)

Thailand: "Educational Promotion Project to Prevent Water Accidents among Children"

From fiscal 2016 to fiscal 2020, FamilyMart supported the "Education Promotion Project to Prevent Children's Water Accidents" in Thailand as part of the "Global Partnership Program" (an initiative in which FamilyMart works with Save the Children in countries and regions where it operates to undertake support projects tailored to the social issues and needs of children in each country). The support activities were carried out through a systematic program that included developing educational materials on preventing water accidents and raising awareness among children, teachers and the local community.



© Save the Children

Swimming training to prevent water accidents (Thailand)

Related links

▶ [Save the Children website](#) 

▶ [Addressing important issues](#)

Japan Association for the World Food Programme



Providing food aid to save the lives of people suffering from hunger, in support of their social and economic independence



The Japan Association for the World Food Programme (WFP) is a certified NPO that supports the United Nations' food assistance agency, the World Food Programme (hereinafter referred to as WFP), and acts as a liaison office for private sector cooperation in Japan, carrying out PR and awareness-raising activities and fundraising activities.

Currently, over 800 million people in the world suffer from malnutrition and hunger. The United Nations WFP is carrying out various activities to alleviate hunger, such as food aid to protect the lives of those affected by conflicts and natural disasters, "school feeding support" to provide nutritious school meals to children to increase their school attendance and learning ability, and food aid in exchange for labor to promote the self-reliance of local communities.

Since 2006, FamilyMart has supported the cause by donating to the the FamilyMart Connecting Dreams Foundation Donation donations from its stores.

[▶ Report on the "the FamilyMart Connecting Dreams Foundation Donation"\(JP\)](#)

WFP's support

Driven by the passion, dedication and professionalism of its more than 23,000 staff, WFP operates in more than 120 countries and territories around the world, delivering life-saving food to people displaced by conflict and destitute by disaster, finding solutions to the challenges individuals and communities face, and helping them build a better future.

Emergency support

Our goal is to deliver the first food shipments anywhere in the world within 48 hours, and then scale up quickly.

Emergency assistance will combine a variety of methods, including food assistance, cash transfers, nutritional supplements, and school meals.



Rwanda School Meals



Emergency food aid for Ukraine

Transportation and communication support

WFP manages the United Nations Humanitarian Air Service (UNHAS) and the United Nations Humanitarian Response Depot (UNHRD), providing transportation and communications support to UN and NGO staff and supplies to get to where they are needed most.

School Meal Support

It improves children's nutrition and health and paves the way for an education that will have a crucial impact on their future.

School meals are sourced locally wherever possible, supporting the livelihoods of smallholder farmers while having a positive impact on local economies.

WFP is also working with local partners to provide children with essential health and nutrition services, including malaria prevention, menstrual hygiene products and training on hygiene practices.

Nutritional support for mothers and children

In recent years, in addition to providing emergency assistance, we have also been working to treat malnutrition caused by vitamin and mineral deficiencies and obesity.

WFP provides healthy and sufficient meals to young children, pregnant women, and people living with HIV. In addition, since nutrition is considered important for the first 1,000 days after a baby is conceived, WFP provides support to mothers and children from an early stage.

Cash payment

WFP provides cash transfers to beneficiaries through a variety of methods, including paper notes, food vouchers, electronic and mobile money and debit cards.

By giving people the freedom to buy the supplies they need, cash transfers increase the opportunities for them to "make choices" and improve their sense of independence.

It will also contribute to improving the productivity of small-scale farmers and revitalizing the local economy.

Self-reliance support

WFP provides local residents with food, cash and insurance against climate risks in exchange for their participation in public works such as restoring land and building wells and roads.

Public works projects also help improve disaster response capabilities and contribute to protecting the lives of residents.

As part of our efforts to support self-reliance, we also provide training in skills such as grain bank and food reserve management, beekeeping, and composting.

■ Activity Report

Click here for details on how your donation will be used

<FY2024>

▶ [January-June 2024 Report](#)

Participating in the "WFP Walk the World" Charity Walk

FamilyMart is a special sponsor of the WFP Walk the World, a charity walk to eradicate hunger, which affects many children around the world, and employees participate as volunteers. In addition to raising awareness of the hunger issue, a portion of the participation fee will be used to support school meals provided by the United Nations WFP. In 2025, approximately 500 employees, franchisees, and their families participated in the walk at three locations in Yokohama, Osaka, and Nagoya.



Yokohama Venue



Osaka venue



Nagoya venue

Related links

▶ [Go to the website of the "NPO Japan Association for the World Food Programme" and the World Food Programme \(WFP\)](#)



▶ [Addressing important issues](#)

National Land Afforestation Promotion Organization



**National Land
Afforestation Promotion
Organization**

Promoting public participation in forest management on a global scale to protect forests that continue to be run down and reduced.

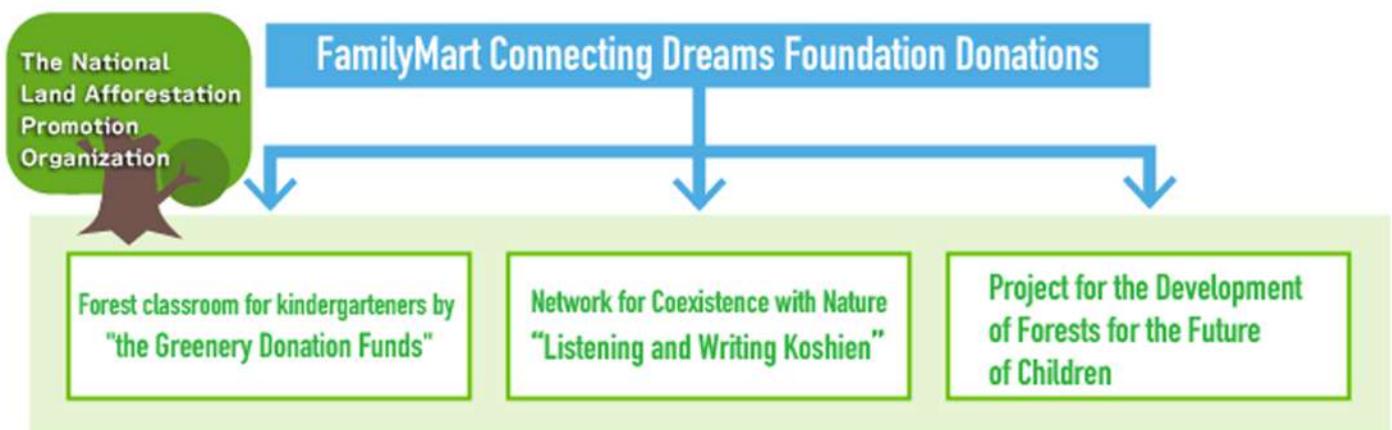


The National Land Afforestation Promotion Organization is a public interest incorporated association established to promote the national land afforestation movement as a national movement.

Forests give us many irreplaceable blessings, such as recharge water sources, protect biodiversity, and prevent global warming, so we aim to pass them on to the next generation in good condition, and we are carrying out projects such as a nationwide greening campaign, nurturing the "Green Youth Corps," and supporting forest volunteer activities. In addition, donations made through the "Green Fund" are used to promote greening, such as planting trees and thinning forests to regenerate degraded water source forests, environmental education for young people and forest creation for mental and physical health, and to support NGOs and NPOs working in international cooperation, such as regenerating tropical forests and greening desert areas.

As a recipient of in-store donations made the FamilyMart Connecting Dreams Foundation Donation, FamilyMart has supported the Green Fund Forest Classroom and Listening to and Writing Koshien (Forest Coexistence Network) since 2006, and the Children's Future Forest Creation Project since 2018.

▶ Report on the "the FamilyMart Connecting Dreams Foundation Donation"(JP)



Activities funded by the Bridge of Dreams Fund

Supporting the "Forest Classroom"

"Forest Classroom - Acorn-kun and his Forest Friends," organized by the National Land Afforestation Promotion Organization using "Green Funds," is a nationwide tour program that teaches kindergarten and nursery school children about the importance of forests and encourages them to participate in forest creation. Children can enjoy a show featuring Acorn-kun, an expert in forest creation, and his forest friends, and also sow acorn seeds. The plan is to use the seedlings grown in the nursery to plant trees in two years.



"Forest Classroom" teaches children the importance of forests

▶ [For more information about the Green Fund "Forest Classroom" click here](#)

Supporting the "Children's Future Forest Creation Project"

The "Children's Future Forest Creation Project," which is openly subsidized by the National Land Afforestation Promotion Organization in cooperation with the Afforestation Promotion Committees of all 47 prefectures, is a project to support "forest learning" for elementary and junior high school students, conducted by organizations such as NPOs, volunteer groups, nature schools, and neighborhood associations, either independently or in cooperation with local governments, elementary and junior high schools, etc. The project aims to create forests that will become symbols of the region as fields for forest environmental education, and will carry out forest maintenance and educational and experiential activities.



Development of Satoyama walking trails



Donating seedlings grown in "Forest Classroom" gardens

▶ [Click here for more information about the Green Fund "Forestry for Children's Future" project.](#) 

■ Supporting the Recording Koshien

"Kikigaki Koshien" is an activity organized by the NPO Coexistence Forest Network and others in which high school students visit experts and masters of forests, oceans and rivers and record their wisdom, techniques and life itself by "writing down" their stories. Since 2006, FamilyMart has supported the event by not only donating money but also advertising recruitment opportunities in stores and sending employees to the event. Meeting masters from different generations broadens one's world, and is an invaluable experience for the high school students who will soon be considering their future paths.



"Kikigaki Koshien" where high school students visit masters and keep records

▶ For more information about "Kikigaki Koshien," click here 

Related links

▶ Go to the website of the National Land Afforestation Promotion Organization (Public Interest Incorporated Association) 

▶ Green Fund "Forest Classroom" held

▶ Addressing important issues

Cooperation with local governments

- ▼ Comprehensive partnership agreement on regional revitalization
- ▼ Agreement on the supply of supplies in the event of a disaster
- ▼ Watching Agreement ▼ Support for people unable to return home during a disaster
- ▼ AED installation agreement

Basic Concept

As a hub of the local community, FamilyMart promotes close mutual cooperation and collaborative activities with local governments to respond quickly and appropriately to various local issues, revitalize the local community, and improve services for residents. To this end, we have concluded comprehensive agreements to cooperate in child care, support for the elderly, tourism promotion, environmental activities, and other areas. We have also concluded "Disaster Supply Support Agreements" with all prefectures, and accept requests for support in the event of a disaster 24 hours a day, 365 days a year, with our "Disaster Supply Support Team," consisting of personnel from each relevant department within the company, responding promptly. We have also concluded agreements with public institutions, such as designated cities, police headquarters, the Self-Defense Forces, hospitals, and universities, and provide supplies in response to requests for support in the event of a disaster.

The company has also concluded "Agreements on Support for People Stranded in Returning Home" with local governments, including prefectures (with some exceptions) and cities, wards, towns, and villages, and will provide support such as providing tap water and toilets, and road information in the form of maps and radio. In addition, we are working on concluding monitoring agreements to support activities to ensure that local children and elderly people can live safely and with peace of mind, and agreements to install AEDs. By utilizing mutual know-how and resources with local governments, we are functioning as a safety and security base that is trusted by the local community.

Comprehensive partnership agreement on regional revitalization

Objective

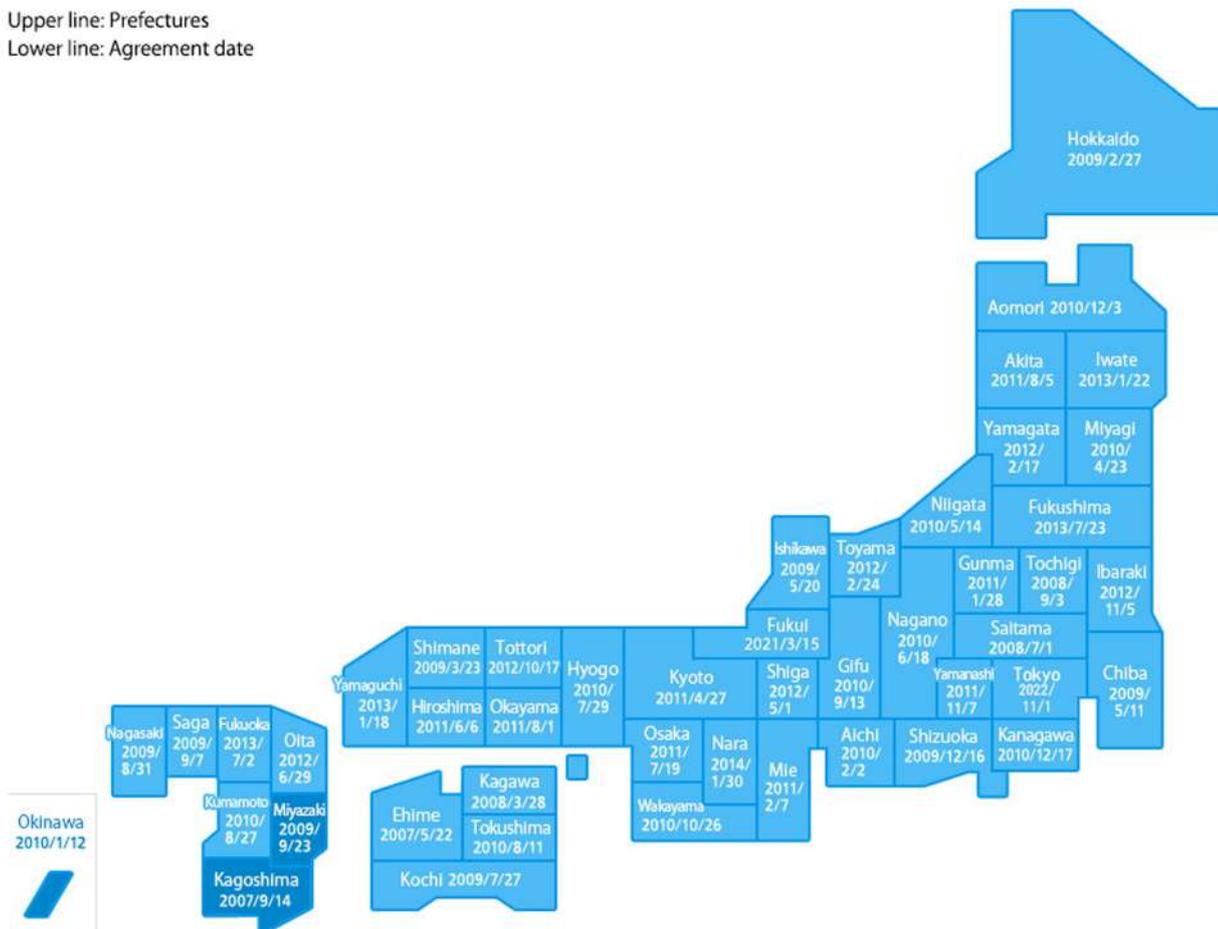
By promoting close mutual cooperation and collaborative activities, we aim to respond quickly and appropriately to various issues in the community, improve services for residents, and revitalize the local community.

Main collaboration items

1. Development and sales of original products made in the prefecture
2. Health promotion and nutrition education
3. Tourism information and promotion
4. Cooperation in local disaster prevention
5. Matters concerning safety and security in the region
6. Matters relating to child and youth development
7. Support for the elderly and people with disabilities
8. Environmental measures and recycling
9. Other matters related to improving services for prefectural residents and revitalizing the local community

Agreement with prefectures

Upper line: Prefectures
Lower line: Agreement date



Note: Miyazaki, Kagoshima, and Okinawa are area franchise companies (Minami Kyushu FamilyMart Co., Ltd. and Okinawa FamilyMart, Ltd.).

Agreements with local governments and other organizations: 37

As of the end of May 2025

Agreement on the supply of supplies in the event of a disaster

Objective

This law stipulates the necessary procedures for FamilyMart to provide support to local governments, such as supplying goods, in the event of a disaster.

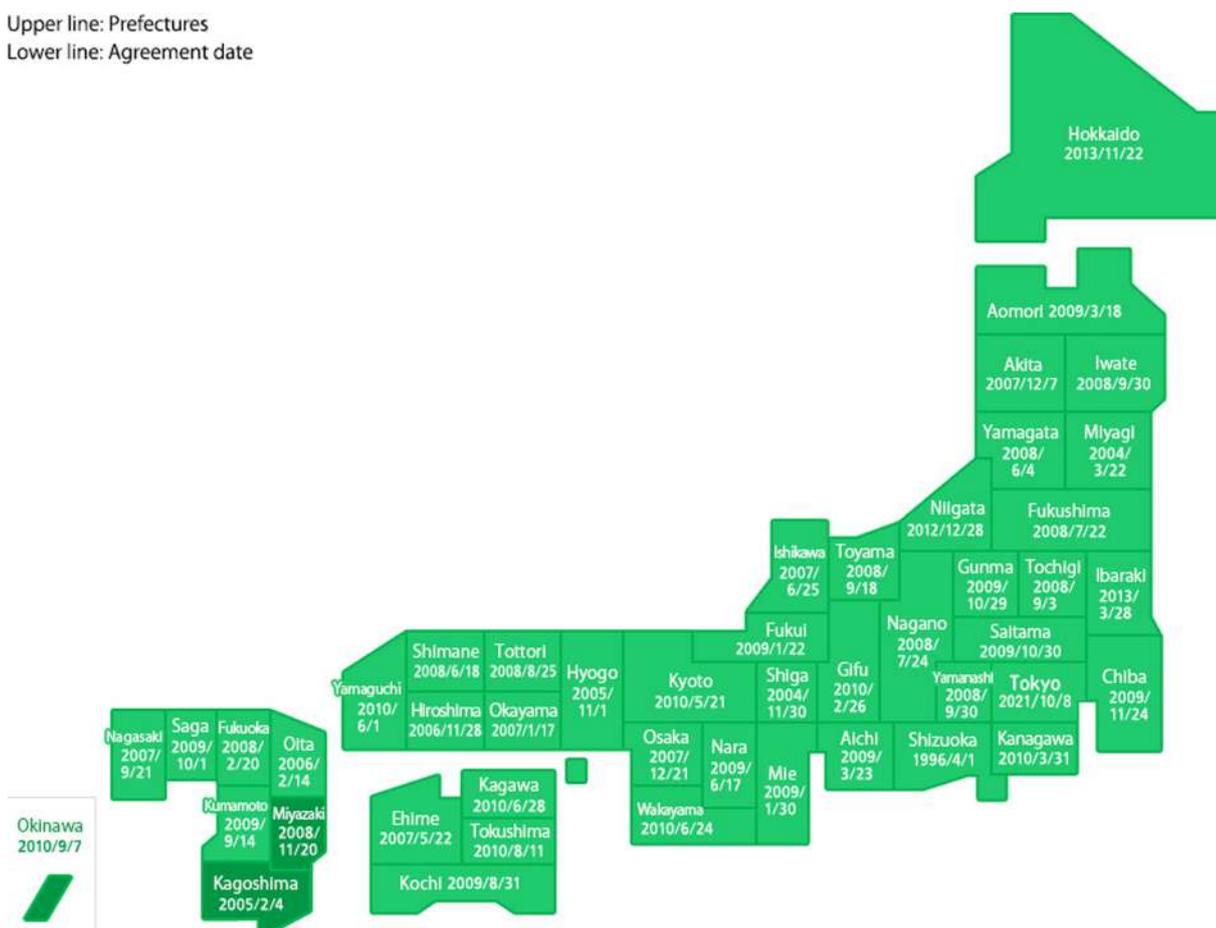
Main supplies

1. Food: Rice balls, bread with side dishes, canned goods
2. Beverages Bottled drinking water
3. Clothing, etc. Underwear, towels, gloves, disposable diapers
4. Daily necessities: disposable chopsticks, spoons, flashlights, batteries

This applies to supplies that FamilyMart can procure at the time it receives a request from a local government or organization.

Agreement with prefectures

Upper line: Prefectures
Lower line: Agreement date



Note: Miyazaki, Kagoshima, and Okinawa are area franchise companies (Minami Kyushu FamilyMart Co., Ltd. and Okinawa FamilyMart, Ltd.).

Agreements with municipalities: 69

As of the end of May 2025

Watching Agreement

Objective

We have signed agreements with local governments to carry out activities to ensure that local children, elderly people, and other vulnerable people can live safely and securely without becoming victims of crime or accidents, and we promptly report and contact the local government if we notice any abnormalities.

Monitoring agreements concluded: 19 locations

As of the end of May 2025

Support for people unable to return home during a disaster

Objective

When a disaster such as an earthquake occurs and transportation is cut off, we will help the large numbers of commuters, students, tourists, and others stranded at stations, offices, schools, etc. to return home on foot.

Support items in the event of a disaster

1. Toilet rental
2. Provision of tap water
3. Providing information (road information, etc.)

Displaying stickers



Stores that can provide support have a "Disaster Support Station Sticker" created by the council (local government) displayed in a visible place next to the entrance. We have signed an agreement with the local government to provide tap water and toilets to those who are unable to return home, and to provide road information through maps and radio.

Agreements with prefectures, local governments and other organizations: 54

As of the end of May 2025

AED installation agreement

Objective

We are currently in the process of concluding agreements with local governments to install AEDs (Automated External Defibrillators) in our stores.

We are working with local governments to strengthen rescue systems for local residents and create a system to save lives in the event of an emergency.



The signing ceremony for the agreement on AED installation with Ichikawa City

Priority Issue 3: Create safe and secure products and services that realize a "convenient and prosperous life"



Social background and awareness of issues

Demographic changes due to the declining birthrate and aging population, as well as the concentration of people in urban areas, are causing an increase in the number of working women, dual-income households, and single-person households. This is driving demand for less time spent on housework and smaller portions of food. At the same time, growing awareness of environmental issues and health is leading to an increased demand for products and services that help solve problems faced by local communities and society.

Furthermore, social changes such as digitalization brought about by technological advances in recent years are not only changing the way people work and FamilyMart stores operate, but also the nature of product sales and retail.

FamilyMart (hereinafter referred to as "the Company") views these changes and diversification in social conditions and people's lifestyles as an opportunity for convenience stores to be reevaluated as a familiar presence for consumers, and by strengthening product development that is close to consumers and local communities, and also by promoting digitalization to improve satisfaction and convenience, the Company will contribute to the realization of convenient and affluent lifestyles for people. We will contribute to the realization of convenient and affluent lifestyles for people.



Our Vision

FamilyMart aims to meet the increasingly sophisticated and diverse needs of consumers by not only providing safety and peace of mind, but also by developing unique products and expanding its product lineup in response to changes in consumer lifestyles and values.

In product development, we aim to differentiate ourselves from other companies by incorporating diverse consumer needs, offering time-saving, convenient products that can be used in daily life at a slightly discounted price, and we are also proactively working on creating products that take into account the growing health consciousness of consumers and the lifestyle trends of each generation.

Furthermore, without being bound by traditional frameworks and practices, we will work to improve customer convenience and streamline store operations by utilizing the latest digital technology.

We also strive to incorporate customer feedback into our business activities to develop and improve our products and services, thereby increasing not only customer satisfaction but also our corporate value.

Attempt



Providing products and services that enrich people's lives ▶

Improving convenience through digitalization ▶

Rapid response to customer feedback ▶

Basic Concept



FamilyMart will continue to develop unique products and expand its product lineup in response to changes in consumer lifestyles and values, in order to meet the increasingly sophisticated and diverse needs of consumers. We will differentiate ourselves from other companies by focusing on high-value-added products that are time-saving, convenient, and useful in everyday life. We will also proactively work on creating products that prioritize the growing health consciousness and lifestyle trends of each generation, while promoting digitalization to provide new value to customers.

Value created



Physical stores have the unchanging advantage of allowing customers to actually pick up and feel products they have never seen or heard of before, or products that offer new value, from a wide selection of products.

On the other hand, by utilizing the latest digital technology, it is possible to realize a next-generation convenience store model in which stores become places where customers can encounter new products and create new experiences.

FamilyMart will take full advantage of these two characteristics to create sales floors that meet a wide range of consumer needs and make everyday life fresher and more enjoyable, helping each and every customer realize the lifestyle they desire.

Promotion Structure



In product development, we formulate development concepts based on customer requests and various surveys, and each department decides on the details of product specifications by category. The sales, marketing, and product departments then hold regular weekly meetings to share information on sales status and promotions, and to discuss ways to improve quality. In order to deliver safe and secure products, we only register and release products from factories that meet our own standards and that pass our product inspections.

To promote digitalization, we have established Data One Co., Ltd., which provides highly targeted advertising based on purchasing data, and Gate One Co., Ltd., which uses large monitors to provide consumers with valuable media experiences.

Furthermore, in order to create new businesses that utilize our physical stores, we have established the Creative Office &8 as an organization directly under the president, and are working to further evolve our initiatives.

Providing products and services that enrich people's lives

- ▼ "Famimaru" is a private brand that focuses on quality and safety.
- ▼ Proposing a new lifestyle Convenience Wear
- ▼ The Blue Green Project: Thinking about the Global Environment
- ▼ Responding to growing health consciousness
- ▼ New services to meet customer convenience and diverse lifestyles
- ▼ Universal Service

Basic Concept

Due to recent changes in social structure and lifestyle changes affected by COVID-19, there is a demand for products and services that meet new needs. In addition, there are increasing expectations for product development and initiatives related to improving QOL* and people's growing health consciousness. FamilyMart offers its private brand "Famimaru," which is committed to providing products of a level of safety and quality that can be trusted to be recommended to loved ones, as well as "Convenience Wear," which promotes "good materials, good technology, and good design."

In addition to providing the convenience that is characteristic of convenience stores, we will work to provide products and services that encourage store visits and purchases, improve the value of private brand products, and are committed to sustainable products and services, as well as products and services that are closely related to the local community.

*QOL: Quality of life

"Famimaru" is a private brand that focuses on quality and safety.

FamilyMart's private brand "Famimaru" is based on the concept of "family quality." In keeping with the "FamilyMart" name, the company develops products that are "of a level of quality and safety that you can confidently recommend to your precious family" with the keywords "delicious[◎], happy[◎], and comforting[◎]" and delivers products that are popular with a wide range of customers.

At the same time, we are also paying close attention to the details of the package design, such as displaying icons that represent the product's selling points, so that we can properly convey the value that Famimaru aims to provide to our customers and make them happy.

In addition to pursuing deliciousness that you won't get tired of eating every day, we also develop environmentally friendly products, such as using packaging materials that contain biomaterials. Famimaru products, which are designed with an emphasis on price, quantity, and quality so that customers can feel like they are getting a little something extra, have been very well received by customers, and we will continue to expand our product lineup.



Using a Double Circle
as a Symbol for Quality
that gives our Customers
Peace of Mind

The name was developed by combining the words *maru*, which stands for

delicious, happy, comforting

and Famima as our company's nickname.

The Basics of Product Development

Based on the concept of "Family Quality" - "quality and lineup that you can safely recommend to your precious family members," we aim to be a private brand that brings a little happiness to your everyday life, with the aim of bringing a smile to everyone's face, from children to the elderly.

Initiatives for "Delicious ◎"

We set our own product development standards for ingredients and manufacturing methods, and thoroughly conduct comparative research with other companies' products, taste surveys, etc. In order to provide a wide variety of deliciousness, such as flavors that you won't tire of even if you eat them every day, authentic flavors that require extra care, colors and aromas, we pursue our own unique style one by one.

Initiatives to achieve "Happy ◎"

The surprise of finding something you "wish you had" and the satisfaction of getting value beyond the price. A lineup that will make people of all ages smile, from classics to trends and collaborations with famous stores. In order to provide such a variety of "happy moments," we will listen to customer feedback and work to develop and deliver products that exceed their expectations.

Initiatives for "Anshin ◎"

We select only factories that meet our own standards and implement thorough quality control appropriate for our products. We deliver efficiently to maintain the quality at the time of shipment. Furthermore, we proactively take on the challenges of sustainability as well as quality control, such as using environmentally friendly containers and sustainable raw materials, to create a "safe" everyday life for families and the earth.

Five "Famimaru" development lines

Famimaru is available in five lines.



Enriching the daily life of families



Supporting the family dinner table



The joy of eating
Easy to use at any time



Relaxation and reward every day



We focused on materials and manufacturing methods High-quality deliciousness

Features of Famimaru

① Convincing quality

We pursue deliciousness that you won't tire of even if you eat it every day, and quality that is convincing enough to be used in daily life. By conducting various surveys and listening to the voices of as many customers as possible, we will continue to develop products that set new standards.

② Wide range of products

We offer a wide range of products essential for daily life, from ready-to-eat items such as rice balls, bento boxes and sandwiches to frozen foods, beverages, alcohol, processed foods and daily necessities.

3. Products that would be nice to have

We offer exciting products, including specialty items that are unique to FamilyMart, collaborations with companies and content, and products supervised by famous stores.

④ Easy-to-understand packaging

The packaging is designed to be easy to understand, with appealing points displayed prominently as icons and eye-catching items. In addition, the colors are designed to make the products easier to distinguish, reducing the burden of creating sales areas.

⑤ Consideration of health and the environment

We offer a lineup of health-conscious products and are working to promote our products with easy-to-understand icons. We also provide products that are close to our customers, such as products with environmentally friendly packaging and products made from sustainable ingredients.



Proposing a new lifestyle Convenience Wear

FamilyMart In 2021, Convenience Wear, Inc. started nationwide development of "Convenience Wear" under the slogan of "good materials, good technology, and good design". The brand aims to create clothing that supports people's daily lives while taking advantage of the convenience of convenience stores, which offer reasonably priced products that can be purchased anywhere.

Today, the company is supported by a wide range of customers, including women, for their daily clothing needs.

The company was also recognized for its efforts to reexamine clothing and elevate it into a brand, receiving the Good Design Award for 2021.

We will continue to develop new products to meet the various daily changes in society and customer needs as we strive to make the experience of buying clothes at convenience stores a part of everyday life.



 TOPICS

From "Convenience Wear" Launching stationery that combines functionality and design to be the "choice" of choice

As a new challenge for Convenience Wear, we are launching a new line of stationery from April 2024. We are collaborating with KOKUYO to develop "preferential items" that are easy to use and have a good design, and that customers will be happy to pick up.

The items are 35 items, from the standard "Campus Notebook" with a comfortable inner paper to FamilyMart's color "Eraser with Many Corners" and "Color Marker". The packaging is made of paper and biomass plastic (partly) to be environmentally friendly.



The Blue Green Project: Thinking about the Global Environment

The Blue Green Project was launched in 2022 under the supervision of Hiromichi Ochiai with the idea of "Let's do what we can to do good things and be useful to the Earth, even if it's just a little at a time." We sell cutlery such as "spoons" and "forks" that are biodegradable in nature and "straws" that can be washed and reused, which contributes to solving the problem of environmental pollution caused by plastic.

In addition, in recent years, as customer needs regarding food have become more diverse, we wanted to provide delicious products to a wide range of customers, so in 2023 we launched products based on the concept of "Delicious plant-based." Since then, we have been regularly rolling out products that have been well received. We will continue to replace ingredients with plant-based ones, while offering a lineup that focuses on deliciousness, providing customers with new food options.



Products based on the concept of "delicious plant-based ingredients."

Responding to growing health consciousness

Health icons at a glance

As health consciousness grows, we offer a lineup of health-conscious products so that you can choose your daily meals with greater peace of mind.

By displaying icons for ingredients that customers are particularly interested in, such as protein, dietary fiber, and carbohydrates, mainly for salads, sandwiches, and prepared dishes, customers can intuitively identify health-conscious products when they see them



Low Carb Series

With the recent rise in health consciousness, Lo-Carb has been drawing attention. Unlike calorie restriction, Lo-Carb is a dietary method that encourages the intake of the right amount of carbohydrates in a delicious and enjoyable way through gentle carbohydrate control. Rather than reducing carbohydrate intake to zero, it is said that by limiting Lo-Carb carbohydrates* to 20-40g per meal and Lo-Carb carbohydrates in snacks to 10g, it is possible to suppress the rise in blood sugar levels after meals (Source: Food, Fun, and Health Association).

FamilyMart's private brand "Famimaru" sells the Lo-Carb series of snacks and bean snacks. The packaging has the Lo-Carb mark, which is proof that the snack has been supervised by the Food, Fun, and Health Association, and lists the Lo-Carb carbohydrate content, making it easy to control your carbohydrate intake.

*Lo-Carb Carbohydrates (1g = 4kcal of energy) are calculated based on available carbohydrates, and are calculated differently from general carbohydrates. It was devised based on the philosophy of the Food, Fun and Health Association, a general incorporated association, to help people around the world "eat deliciously, enjoyably and be healthy."



4 kinds of salt- and oil-free baked mixed nuts

Health-conscious beverage development

In September 2024, we launched tea with functional claims as a double brand product of Suntory's "Iyemon" and "Famimaru". We sold tea with functional claims that contains tea catechin as a functional ingredient, which has been reported to "reduce visceral fat in people with a high BMI".

By developing this product in collaboration with the "Iyemon" brand, we have been able to guarantee deliciousness while also offering the kind of price that only a private brand can provide, making it easy to continue using it every day and to make it a habit.



New services to meet customer convenience and diverse lifestyles

EV charging service

FamilyMart In fiscal 2022, we will replace the current 20kW-class quick chargers with high-output 50kW to 100kW-class chargers. In fiscal 2022, we will replace the current 20kW-class quick chargers with 50kW to 100kW-class high-output chargers, and have completed the replacement of approximately 250 outlets in fiscal 2024. In addition, since June 2023, we have been installing quick chargers for Tesla electric vehicles (Tesla Supercharger) in 14 stores as of the end of April 2025. By further expanding the number of outlets with high-power quick chargers and providing highly convenient charging services, we will promote the spread of electric vehicles, cooperate in creating an environmentally friendly society that contributes to the prevention of global warming and local communities, and contribute to the realization of a low-carbon society.



Sharing Services

In order to develop new lifestyle support services that utilize convenience stores, we are setting up sharing service bases in stores. As of April 2025, bicycle sharing and electric kick scooter ports have been installed in approximately 900 stores nationwide, as the need for these services is increasing due to growing health consciousness and diversifying lifestyles, and they also help reduce the burden on the environment.

We are also expanding the installation of mobile battery stands where you can rent mobile batteries for charging smartphones and other devices when and where you need them. After use, you can return the battery to a stand other than the one you rented, and as of April 2025, these stands have been installed in approximately 6,400 stores nationwide as a convenient service for use in emergencies.



Locker (shipping/receiving) service

FamilyMart has installed "Fami Lockers" in some stores (750 stores in Tokyo and three prefectures as of the end of April 2025) that allow customers to send and receive parcels without meeting or contacting each other, so that they can be used according to the various lifestyles of customers. You can easily use them at any time to send items from flea market apps such as Mercari, or receive items purchased from e-commerce sites such as Amazon, without going through the cash register. In addition, Fami Lockers are the first convenience store chain to offer services from the three major delivery companies (Yamato Transport, Japan Post, and Sagawa Express), making them useful in a variety of situations.



Universal Service

Communication support tools for use at cash registers

As part of services for customers with disabilities and the elderly, we have been installing "communication support tools" that can be used by pointing at them in FamilyMart nationwide since April 2023. To improve ease of use for customers, we have added an "ear mark"* button to FamiPay app that indicates that customers would like to use the communication support tool, enabling them to quickly start a conversation using the communication support tool.

We have also made available on our website a "communication support tool" that you can use yourself. Please use it by displaying it on your smartphone or printing it out on a printer.

*Multilingual support available (English, Chinese (Simplified), Korean).



▶ Communication support tools

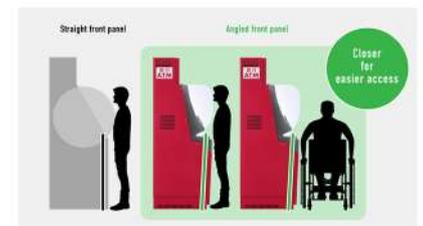
Skill Mark

We created marks that store staff can see at a glance the skills they have, such as "I can greet in sign language" or "I can communicate by writing." Displaying these marks on their nametags helps them communicate with customers and support them when purchasing products.



Gradually introducing new ATMs with large, easy-to-understand screens

We are gradually introducing new ATMs that are easy for anyone to understand and use. We have implemented various measures, such as Braille markings on the operation panel and lowering the numeric keypad to make it easier to operate.



▶ [For more information on universal service, please click here](#)

Improving convenience through digitalization

- ▼ Evolving into a new information hub
- ▼ Improving convenience by using FamiPay
- ▼ Practical store using unmanned payment system
- ▼ Creating a new relationship between customers and corporate advertising

Basic Concept

In recent years, the accelerated digitalization, the decline in Japan's working-age population, changes in customer needs and working styles have led to changes in the role expected of convenience stores and the nature of stores.

By making maximum use of the latest digital technologies, such as "unmanned payment stores," "digital signage," and "utilization of FamiPay," in our store network, which is FamilyMart's value, and in customer touchpoints, and by realizing a next-generation convenience store model, we aim to achieve sustainable growth even in this time of great change and become an indispensable presence in local communities more than ever before.

Additionally, by incorporating the latest digital technologies, such as utilizing humanoid AI assistants and introducing remote-controlled robots, the company will work to reduce the workload of its stores, thereby improving customer convenience and satisfaction, and ultimately increasing its corporate value.

Evolving into a new information hub

Aiming to provide services that transcend the boundaries between real and digital, in September 2021, we established Gate One Co., Ltd. with Itochu Corporation to distribute videos using large monitors. Digital signage, which transmits information through multiple large displays, not only provides content that customers can enjoy, such as product information linked to sales floors, music, and news, but also contributes to the local community by broadcasting content rooted in the local area, such as announcements of local events and crime prevention announcements to prevent special fraud. As of March 2025, digital signage has been installed in approximately 10,200 stores, and we will continue to expand our deployment areas.



Improving convenience by using FamiPay

Famima's application "FamiPay" was launched in 2019 as an application that makes shopping at FamilyMart more convenient and advantageous, and has surpassed 25 million downloads by June 2025. The "Famima Members Program," which offers special coupon delivery, point redemption, and special benefits depending on membership rank, as well as "Brand Page," which offers special announcements, coupons, etc. for product brands sold at Famima, FamiPay next month payment, which can be used for deferred payment even when the balance of FamiPay is insufficient. The "FamiPay Bill Payment" service, which allows users to scan the barcode on utility bills (payment slip) with the FamiPay application and make payment with their FamiPay balance, and the "FamiPay Loan" service for small financial needs in daily life are just a few examples. We are actively developing new services that focus on customer convenience.

We actively introduce and recommend "FamiPay" to customers who visit FamilyMart as a highly convenient tool through in-store communication. By increasing the cashless ratio at FamilyMart, we hope to improve customer convenience and satisfaction, as well as reduce the labor required for store operations.



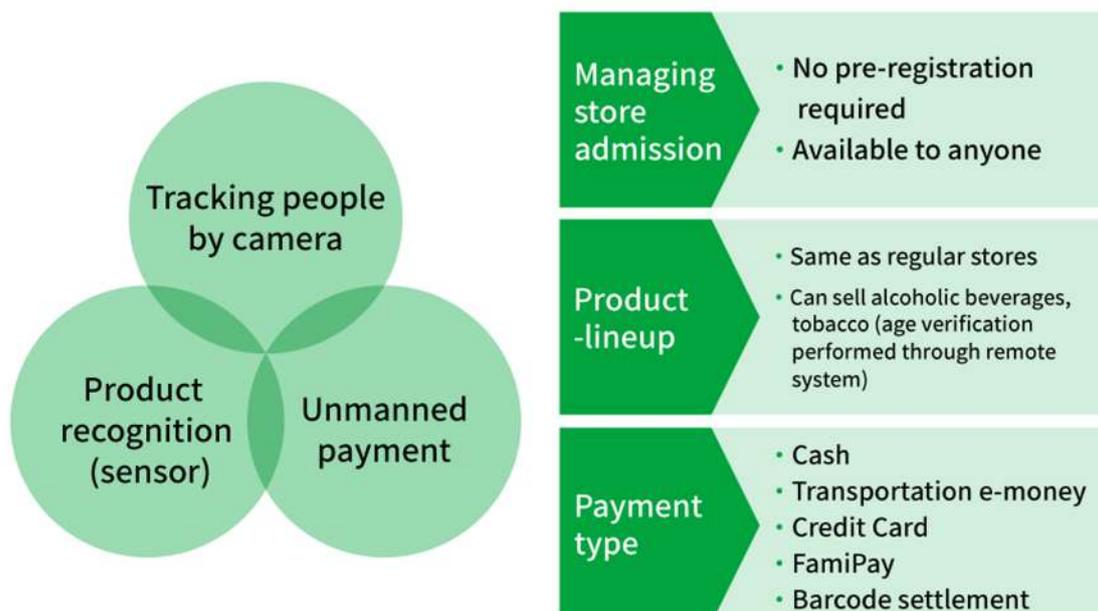
Practical store using unmanned payment system

FamilyMart has entered into a business partnership with Touch To Go Co., Ltd., a developer of unmanned payment systems, to commercialize unmanned payment convenience stores. As a new type of store that meets the needs of small businesses, the first store, "Famima!! Sapia Tower/S Store," will open in 2021, and as of April 2025, there are 51 stores in operation.

Unmanned payment stores are systems that use cameras installed in the store and sensors to recognize customers and products. Customers can enter the store, pick up their products, and pay at the cash register installed near the exit, all on their own. Compared to regular stores with manned cash registers, customers can shop easily and in a short time, which leads to improved convenience. It is also expected to address labor shortages and reduce labor costs. Furthermore, it will expand the possibility of opening stores in micro markets, mainly in specific facilities such as offices, factories, and logistics facilities, where it was not possible to open stores before.



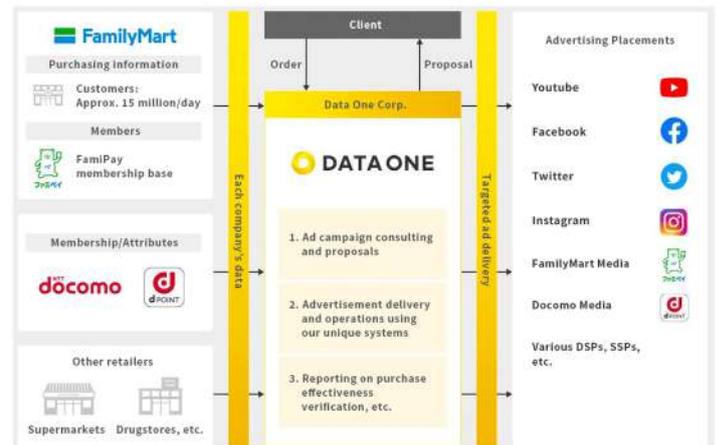
Shopping process using an unmanned payment system(JP)



The system is built by combining three elemental technologies: "people tracking," "product recognition," and "unmanned face-to-face payment."

Creating a new relationship between customers and corporate advertising

We have established a new company, Data One, together with ITOCHU Corporation, NTT Docomo, Inc., and CyberAgent, Inc., to develop digital advertising distribution and advertising agency businesses that utilize purchasing data from retailers. Data One will use FamiPay and other services to deliver advertisements that match customers' interests using approximately 40 million advertising IDs based on purchasing data obtained from daily store operations, thereby not only improving services but also providing efficient marketing and branding methods to various manufacturers. We will build a new advertising business that utilizes the customer base of physical stores and provide more useful information, which will lead to improved convenience for customers.



Rapid response to customer feedback

▼ Customer Service Center

Basic Concept

We have established a Customer Service Office that reports directly to the President in order to incorporate feedback from customers who use our stores and services into our business.

Our Customer Service Center responds sincerely to the opinions and requests we receive, and strives to satisfy each and every customer.

Furthermore, we collect and share your feedback within the company and use it to develop and improve our products and services, thereby widely reflecting it in our corporate activities.

Customer Service Center



In fiscal 2024, 81,352 pieces of customer feedback were received by the Customer Service Center via telephone, letter, internet and other means.

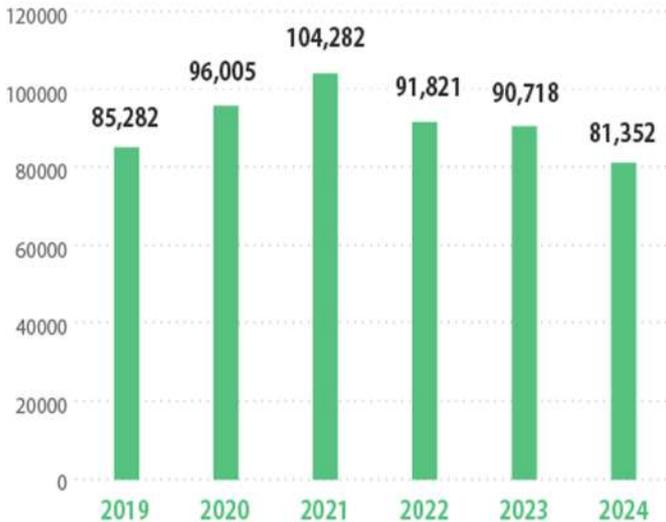
When we receive your feedback, it is promptly transmitted to the relevant department via our internal system, and the relevant department then responds.

By having each department handle the issue individually, we can provide faster, more specialized answers, improve customer satisfaction, and work to resolve fundamental issues.

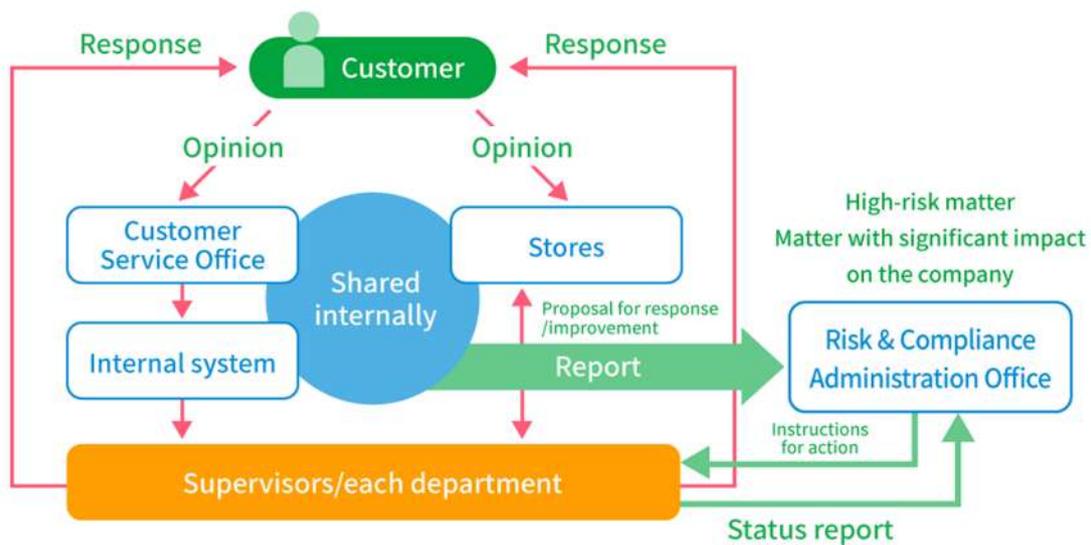
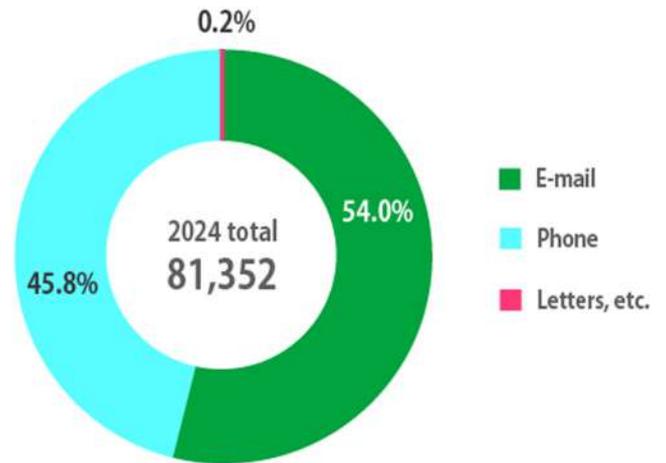
Any opinions or consultations that may have a significant impact on FamilyMart 's business will be reported to the Risk Management and Compliance Committee, which will then take appropriate measures.

[▶ inquiry\(JP\) !\[\]\(2c5a32a3c2d1f88c19e1980d77f81599_img.jpg\)](#)

Number of consultations over time



2024 total, by channel



! Case studies

① In fiscal 2024, prices of many products continued to rise due to the impact of rising raw material costs.

② Customers have become more price sensitive, and we are causing inconvenience to them by forgetting to replace price tags or remove promotional materials.

③ We are working to improve the situation by sharing cases within the company and raising awareness.

Priority Issue 4: Pursuing a sustainable supply chain together with our business partners



Social background and awareness of issues

As the economy becomes more globalized and borderless, corporate procurement activities continue to expand around the world. This expansion also has an impact on various social issues, such as environmental problems, poverty and disparity, and labor and human rights issues on a global scale. The expansion of the supply chain not only improves corporate competitiveness, but can also be a major risk factor, as the consignor may be held responsible for any actions that go against the corporate ethics of the supplier. In this context, with the publication of international standards such as ISO26000 and ISO20400*, companies are being internationally expected to steadily promote responsible procurement throughout the entire supply chain, based on the premise of fair transactions with suppliers.

Even FamilyMart, which handles a wide variety of products, recognizes the importance of further supply chain management in order to deliver safe and secure products to our customers. We also believe that it is FamilyMart 's social responsibility to exercise a higher degree of control over our supply chain, including exercising positive influence with regard to human rights, labor practices, the environment, and anti-corruption.

* ISO26000: International standard on organizational social responsibility. ISO20400: International standard on sustainable procurement.

Our Vision

To continue to grow sustainably together with society, it is essential to build a strong system based on relationships of trust with business partners. FamilyMart strives to establish and maintain good, long-term partnerships with business partners through fair and transparent transactions.

FamilyMart is 「[Sustainability Policy](#)」 , 「[Sustainability Procurement Principles](#)」 , 「[Sustainability Action Guidelines for Supply Chain](#)」 , 「[FamilyMart Human Rights Policy](#)」 We will continue to enhance our efforts to contribute to the creation of a sustainable society together with our business partners.

Attempt



Promoting fair and transparent business activities ▶

Responsibility for safe and reliable products and services ▶

Building responsible supply chain management / Promoting sustainable raw materials procurement ▶

Basic Concept



For retailers to deliver safe and secure products, it is important to have centralized management based on a comprehensive perspective at each stage, from raw material procurement to production, logistics, and sales. Based on its Basic Sustainability Policy, FamilyMart has established the Sustainability Procurement Principles and Supply Chain Sustainability Action Guidelines to fulfill its social responsibilities together with its business partners toward realizing a sustainable society. These principles stipulate the company's approach to relationships and transactions with business partners, and it strives to establish and maintain good partnerships through fair and equitable transactions.

▶ [Click here for the Partnership Building Declaration\(JP\)](#)

Value created



Because many of the products produced are essential to daily life, FamilyMart has established strict quality standards throughout its supply chain, established a dedicated department for quality control, and formulated guidelines for deciding whether to recall or continue selling products in the event of a serious accident. In the unlikely event that a product is found to deviate from these standards, we take swift action to minimize the impact on customers, such as by ceasing sales of the product in stores. FamilyMart 's quality control and manufacturing management departments provide guidance to the factory on how to prevent recurrence and monitor improvements.

Furthermore, through supply chain management, FamilyMart is indirectly involved in improving the satisfaction of workers at our business partners, which helps them to gain their trust.

Promotion Structure



At FamilyMart, the Manufacturing Infrastructure Development Department of the Manufacturing Infrastructure and Quality Control Headquarters is in charge of managing the supply chain for its original ready-meal products, including the operation status of daily product manufacturers (contract manufacturers of ready-meal products).

We work with Japan Food Supply (JFS), a group company of ITOCHU Corporation, to manage the procurement stage, centralizing the display and tracing of ingredients on the system, ensuring that even secondary ingredients can be referenced.

Promoting fair and transparent business activities

▼ Education aimed at ensuring fair and transparent trading

▼ Building strong partnerships with business partners

Basic Concept

Companies are expected to provide added value to society and generate fair profits through fair and free competition. In particular, in their relationships with suppliers, they are expected to strive for fair trade and to mutually improve trading conditions.

FamilyMart has established a basic policy on ethics and legal compliance to ensure fair and transparent transactions with business partners, and is thoroughly committed to complying with competition laws including the Antimonopoly Act and the Subcontract Act, prohibiting all corrupt practices including bribery, and complying with other relevant laws. In addition, we aim to build good partnerships with business partners and grow together through two-way communication.

Education aimed at ensuring fair and transparent trading



For employees in departments related to procurement and purchasing, we provide regular compliance and legal education based on our Basic Policy on Ethics and Legal Compliance, as well as regular training on topics such as sustainable procurement.

In addition, we have provided all employees with a "Fair Trade Handbook" that allows them to check the details of the Antimonopoly Act and the Subcontract Act at any time, as well as a guidebook that, in principle, prohibits bribery involving the provision of entertainment and gifts by business partners.

Building strong partnerships with business partners



Strong partnerships based on mutual understanding and trust with business partners are essential for FamilyMart's sustainable growth.

FamilyMart regularly shares information with its business partners about trends in the convenience store industry, FamilyMart product strategy, and efforts to contribute to the SDGs.

Supplier Helpline/Supplier Survey

We have set up a permanent "Business Partner Helpline" with an external specialist company as a consultation and reporting point regarding the safety and security of products handled by FamilyMart, violations of laws and regulations related to transactions with FamilyMart, human rights, inappropriate employee behavior, etc. In addition, we regularly conduct "Business Partner Surveys" as a compliance survey of business partners to check whether any illegal behavior is occurring in the places of business.

For each inquiry or questionnaire response, we work with business partners and relevant departments to verify the facts and take appropriate measures, such as corrective and improvement measures or preventive measures, in order to build healthy and favorable partnerships with our business partners.

Quality Control Managers Meeting

In order to deliver safe and secure products, it is essential that employees working at ready-to-eat manufacturing sites understand FamilyMart's quality and hygiene management standards and have a high level of common awareness of food safety and security. FamilyMart holds meetings twice a year for quality control managers of ready-to-eat manufacturing subcontractors, where they receive feedback on areas where quality and hygiene management efforts need to be strengthened based on the results of factory audits and bacterial tests, and take measures on both the preventive and detective sides. They also share good practices and incident cases, which leads to improved self-management.



Responsibility for safe and reliable products and services

- ▼ Initiatives for safety and security in the supply chain
- ▼ Raw Materials Management
- ▼ Manufacturing and quality control
- ▼ Logistics Management
- ▼ Store Management

Basic Concept

As interest in food safety and security grows, the Food Sanitation Act was revised in Japan in June 2018, making it mandatory for food businesses to implement hygiene management in accordance with HACCP in principle in order to strengthen food safety and respond to internationalization. In addition, businesses that handle a wide range of products are now required to display and explain to customers information about the content and handling of their products and services in an appropriate and easy-to-understand manner.

When FamilyMart launched Famimaru brand, it set up a brand strategy group within its product headquarters and also reorganized the rules for how to communicate product features to customers.

In addition, FamilyMart is committed to providing safe and secure products, and we have implemented thorough quality control throughout the entire supply chain. For mid-market food products, FamilyMart has established its own quality control standards and strives to improve quality control and ensure traceability throughout the entire process. In addition to properly labeling product and service information in accordance with relevant laws and regulations, we also engage in consumer awareness activities and execute responsible marketing.

Going forward, we will continue to strengthen communication with our raw material suppliers, ready-meal manufacturing contractors, and logistics contractors while also ensuring thorough food hygiene management in our stores.

Initiatives for safety and security in the supply chain

FamilyMart has established the Sustainability Procurement Principles and Supply Chain Sustainability Action Guidelines for its supply chains, which require conservation of biodiversity, protection of natural resources, compliance with laws and social norms, respect for human rights, prohibition of discrimination, and occupational health and safety. The guidelines are also applied as a unified policy for all of its business partners, thereby taking into consideration the impact on society and the environment and reducing risks.



Raw Materials Management

Quality control system for raw materials

We have established a system whereby raw materials used in ready-to-eat products that have passed an inspection are supplied to outsourced ready-to-eat manufacturing factories.

Each ready-made food factory also carries out inspections of raw materials upon receipt.

Inspections of raw material factories are carried out by Japan Food Supply Co., Ltd., a group company of Itochu Corporation, and only raw materials from factories that pass the inspection are used.

In addition, when developing and improving new products, we conduct factory audits covering approximately 60 items, including raw material screening based on quality and hygiene control standards, and quality and hygiene management, as well as waste and wastewater conditions. Only ingredients that meet the standards are supplied to our outsourced ready-to-eat food manufacturers.

In addition, some of the vegetables used as raw materials are produced in plant factories. Vegetables grown in plant factories are pesticide-free, preventing the introduction of harmful bacteria and insects, and are unaffected by weather, allowing for a stable supply, so we are promoting the procurement of vegetables from plant factories.



▶ [Click here for the Sustainability Procurement Principles](#)

▶ [Click here for the Supply Chain Sustainability Guidelines](#)

Manufacturing and quality control

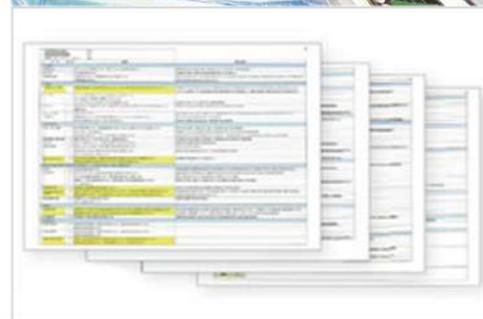
Thorough quality and hygiene management at ready-made meal production bases

FamilyMart's ready-meal products are made at 72 ready-meal manufacturing sites (as of the end of February 2025). All ready-meal manufacturing contractors that belong to the Japan Fresh Foods Cooperative (NFF) have established hygiene management systems based on HACCP, including obtaining certification that meets or exceeds the JFS-B standard established by the Food Safety Management Association. In addition, the Quality Control Department conducts factory inspections of all factories.

Factory inspections focus on checking quality and hygiene management, and audits are also conducted twice a year by external agencies to further strengthen management.

If a factory inspection reveals any non-compliance with standards or other issues, we request that the factory make improvements and take corrective measures.

In addition, we hold "quality assurance meetings" to check products before they are released, and we also carry out surprise inspections of products on display in stores every week.



Factory Inspection Sheet

Logistics Management

Safety and security of logistics

At our logistics center, we carry out strict temperature control by dividing each ingredient and product into temperature zones: "fixed temperature," "chilled," "room temperature," and "frozen."

Furthermore, FamilyMart employees and logistics management companies regularly inspect the centers to ensure safety and to maintain and manage the operation of a logistics network that is prepared for disasters such as earthquakes.



Temperature control at the constant temperature center

Main Initiatives

- Safety management of logistics center facilities
- Storage and delivery in three temperature zones (fixed temperature/chilled/room temperature/frozen)

Efficient delivery ensures always fresh products

In order to always deliver fresh products, bento boxes and chilled products are delivered to stores three times a day. In addition to constant temperature vehicles equipped with both a "constant temperature room" and a "chilled room," we also use refrigerated vehicles and room temperature vehicles for our delivery vehicles. We deliver quickly and efficiently while maintaining quality.



A two-room vehicle equipped with two rooms with different temperatures: a "constant temperature room" and a "chilled room"

Store Management

Thorough training of store staff

In order to provide delicious, safe and reliable products, the stores have been providing training on quality control and food hygiene to store staff, and have implemented hygiene and freshness management such as thorough temperature control of fixtures and fittings and frequent hand washing. In particular, the sales expiration dates of ready-meal items are checked four times a day.

In addition, to comply with the hygiene management required by the HACCP system, stores are using the Guide for Creating Hygiene Management Plans (for convenience stores: simple cooking edition) issued by the Japan Franchise Association. By following this guide, we are implementing efficient and consistent food safety initiatives in line with the characteristics of the convenience store industry.



Main Initiatives

- Provide hygiene management education to employees
- Continued HACCP compliance
- Cooking according to the manual
- Hygiene record keeping

Ensuring proper product labeling

In order to provide safe and reliable products and services, proper product labeling and sales promotion labeling are as important to marketing as quality control. In order to thoroughly comply with the Food Labeling Act and other related laws, which are mandatory for manufacturers and processors of processed foods, FamilyMart provides regular in-house training (e-learning) on labeling to relevant departments as a seller. Furthermore, to prevent product labeling that may mislead consumers or violate relevant laws such as the Act against Unjustifiable Premiums and Misleading Representations, we are strengthening our internal monitoring system by not only conducting a primary check by the product development department, but also by having the Legal Affairs Department and Quality Control Department conduct secondary checks.

In order to avoid misunderstandings or content that violates laws and regulations when it comes to store promotional materials, we have included a guidance page on creating store promotional materials in the store's operation manual and are also raising awareness among store staff. Furthermore, as a member of the Japan Retail Association, we are also promoting product labeling in accordance with the "Guidelines for Multilingual Support in the Retail Industry" established by the association to accommodate foreign visitors to Japan.



Example of product display for Famimaru products

Building responsible supply chain management/ Promoting sustainable raw materials procurement

- ▼ Supply Chain Audit
- ▼ Sustainable Raw Materials Sourcing
- ▼ Advancement of logistics

Basic Concept

As the globalization of suppliers progresses, FamilyMart is required to consider many aspects across the entire supply chain that supports its business, including not only providing safe and secure products but also reducing greenhouse gas emissions and waste, preventing environmental pollution, preserving biodiversity, respecting human rights and labor practices, ensuring employee safety and health, and addressing labor shortages in logistics. Furthermore, as natural disasters thought to be caused by climate change are becoming more frequent and severe with each passing year, FamilyMart, as a business that is expected to continue operations in times of emergency, is also required to prepare for disasters on a daily basis, building sustainable procurement and product supply networks that can withstand them, and strengthening its resilience. FamilyMart promotes supply chain management based on the "Sustainable Procurement Principles," "Supply Chain Sustainability Action Guidelines," and "FamilyMart Human Rights Policy," which were established based on the "Basic Sustainability Policy." In addition, we work with business partners such as suppliers of agricultural, livestock, and marine products, manufacturers of ready-meal products, and Famimaru (FamilyMart private brand) products, as well as importers, to promote sustainable procurement throughout the entire supply chain in order to realize a sustainable society.

Supply Chain Audit

FamilyMart regularly audits and monitors its supply chain, not only looking at quality and hygiene management, but also nine CSR-related items, including human rights, labor, and the environment. In fiscal 2024, we conducted a self-check (SAQ*) on all 32 outsourced ready-meal manufacturing companies to grasp the current situation both with our suppliers and with FamilyMart. Furthermore, in order to make a more objective and rigorous judgment, we conducted a supply chain audit by an external auditor from a third-party review organization at 12 factories (all in the second half of the year). The supply chain audit confirmed that there were no serious violations of laws and regulations or cases requiring emergency corrective measures, and we are working with our suppliers to make improvements in cases that require corrective measures. Japan Food Supply Co., Ltd. distributed a questionnaire titled "Questions about Sustainable Procurement and Human Rights" to 209 ready-meal ingredient manufacturers, of which 162 responded and shared the results with us. We also conducted SAQs on five companies and supply chain audits on five companies. Going forward, we plan to expand the scope of SAQs and the areas subject to audits and monitoring.

*The CSR Procurement Self-Assessment Questionnaire was created by the Supply Chain Subcommittee of the United Nations Global Compact Network Japan. It is made up of items related to sustainability, such as human rights, labor, the environment, and fair corporate activities.

[▶ Click here for the Sustainability Procurement Principles](#)

[▶ Click here for the Supply Chain Sustainability Guidelines](#)

Sustainable Raw Materials Sourcing

FamilyMart sells many original food products, mainly ready-to-eat items, and ensuring a stable supply of the agricultural and livestock products needed for these is an important theme that supports the foundation of our business activities.

In recent years, the environment has continued to affect the supply chain, including climate change and geopolitical risks. In the first half of fiscal 2020, we conducted a climate-related scenario analysis to examine the impact of droughts and floods caused by climate change on the harvest and growth of agricultural and livestock products.

In response to these results, we are promoting the multinationalization of our suppliers and the establishment of a stable supply system, including procuring raw materials from plant factories.

Additionally, we place great importance on consideration for animal welfare, and currently more than half of the chicken used in our ready-to-eat meals is supplied from farms that have obtained the Genesis GAP certification, as we strive to achieve sustainable livestock farming.

Starting in 2024, we will be working to reduce the use of petroleum-based plastics in order to further reduce our environmental impact.

Our private brand, Famimaru, is working to reduce the use of petroleum-based plastics by making containers lighter and promoting the use of environmentally friendly materials.

In addition, we are working to further enhance our environmental friendliness by using white containers that reduce the use of petroleum-based inks.

Additionally, as a new initiative to reduce food waste, we began selling sushi rolls made with "Vegetable Sheet Vegheet®" in certain areas in February 2024.

Vegheet® is made from vegetables that would otherwise be discarded because they do not meet the size or shape standards, despite being delicious. It features a colorful appearance and high nutritional value, and is attracting attention as a product that both supports farmers and reduces food waste.

In addition, with the aim of conserving fishery resources, we launched the second product in the Daitai (Substitute) Seafood Series, "Daitai (Substitute) Seafood Roll," in May 2024, which uses alternative foods such as sea urchin, salmon roe, and crab.

By using Alaska pollock caught under TAC system (※) and oils and fats derived from soybeans, this product maintains its flavor and texture while also contributing to resource conservation.

In December 2023, we will also launch rice balls made with wild seafood from Alaska, a country known for its sustainable fishing practices, and we are continuing to develop sustainable products that are easy to incorporate into everyday life.

FamilyMart will continue to respond to international sustainability standards and changes in consumer awareness, while strengthening its procurement system that takes into consideration the environment and society for a wide range of raw materials, including palm oil, coffee, genetically modified crops, and seafood.

*TAC system: A fishing system that sets an upper limit on the amount of a target fish species that can be caught and manages the catch so that it does not exceed that amount.

Advancement of logistics



FamilyMart has been promoting structural reform of its ready-meal offerings with the aim of providing attractive, high-value ready-meal products.

In terms of logistics, we are fundamentally reviewing delivery routes by developing our own work processes at logistics centers, including our logistics network, and a delivery simulator that uses AI. We are also working to enhance our logistics by utilizing a transportation management system (TMS).

We are optimizing our logistics bases while responding to various changes in the business environment brought about by global warming and climate change. For example, in order to protect the logistics network, which is the core of the retail industry, we take into consideration the possibility of typhoons and floods, check hazard maps when considering logistics bases, build on land with a low risk of flooding, and build piles of soil to avoid risk, and strive to develop more robust logistics bases. In the unlikely event that a disaster causes a logistics base or ready-meal manufacturing base to stop functioning or the road network to be cut off, we will temporarily switch to delivery from a nearby logistics base that was not affected by the disaster, and will prioritize delivery of products that are likely to be needed in an emergency, such as rice balls, daily necessities, and drinking water.

Furthermore, in order to respond to the "Logistics 2024 Problem*" facing the logistics industry, we are working to reduce loading and unloading times, reduce incidental work other than driving, and improve delivery efficiency.

Going forward, we will continue to strive to build and implement a resilient logistics network, while not only ensuring a stable supply, but also taking into consideration social issues such as the environment and occupational safety.

*The "Logistics 2024 Problem" refers to various problems that will arise in the logistics industry as a result of the implementation of "limit regulations on overtime work hours for driving jobs" from April 1, 2024.

 VOICE

As a mineral water manufacturer, we practice food safety management according to the international food safety standard FSSC22000 (Food Safety System Certification 22000). In addition to ensuring a stable supply, we are also actively addressing social issues such as environmental problems. For example, in response to the 2024 logistics problem, we have shifted some of our transportation to rail and introduced a product shipping management system to reduce truck waiting times.

In addition, to reduce the environmental impact, we have switched all PET bottles to ones made from 100% recycled materials and are working to reduce greenhouse gas emissions by utilizing renewable energy through the installation of the largest solar power generation facility in the region.

We will continue to provide safe and secure products and contribute to the realization of a sustainable society, including by starting to purchase carbon credits, which were initiated with the aim of local production and consumption.



Clear Water Tsunan Co., Ltd.
President and CEO Koji Kintake

Priority Issue 5: Creating a Motivating Organizational Culture and Developing Human Resources



Social background and awareness of issues

It is expected that a society will be formed in which diverse human resources can respect each other's ways of thinking and values, be given equal opportunities, and be able to thrive, regardless of race, skin color, nationality, language, religion, ideology, age, sex, sexual orientation, gender identity, gender expression, disability, property, employment status, etc. On the other hand, the retail industry is faced with challenges such as intensifying competition, continued low-price preferences among consumers, and labor shortages, but is also required to respond to change, such as by digitalizing and providing added value for new products and services. In this environment, companies are expected to increase labor participation rates and at the same time improve labor productivity by creating a work environment in which diverse human resources can thrive and building systems that enable more flexible working styles. Furthermore, companies are required to promote decent work, such as creating workplaces where employees can work safely and healthily, and realizing fair hiring and promotion, and fair evaluation and treatment.

Based on this diversity and inclusion (D&I), which is FamilyMart's strength, we believe that it is most important to create an environment in which employees can freely think and create value from those ideas.



Our Vision

In order to respond to change appropriately and quickly, it is most important that each and every one of our diverse human resources continues to evolve themselves.

FamilyMart believes that nurturing the people who will carry the company forward, creating an organizational culture in which everyone can thrive, and promoting the creation of a safe and rewarding workplace will help build a bright future and lead to corporate growth.

By utilizing our diverse strengths and maximizing our value, we aim to be a chain that is loved by everyone, has family-like connections with the local community, and continues to grow together with the local community.

Attempt



Diversity & Inclusion ▶

Human Resource Development Initiatives ▶

Healthy, safe and comfortable working environment ▶

Basic Concept



FamilyMart aims to be a chain that can contribute to a brighter future through business activities that are close to customers.

FamilyMart believes that the people who work there are the driving force behind this, and that our most valuable asset is the diversity of people who work there. We respect diversity in areas such as race, skin color, nationality, language, religion, ideology, age, sex, sexual orientation, gender identity, gender expression, disability, property, and employment status, and we believe that creating an organization and culture in which everyone can fully utilize their capabilities will lead to our growth as a company.

Value created



In order to create a sustainable society, we have established the FamilyMart Human Rights Policy to respect basic human rights throughout the supply chain and strive to prevent any human rights violations. We also promote diversity and inclusion to create a rewarding corporate culture, and continue to create opportunities for diverse human resources to thrive and imagine new innovations.

Promotion Structure



The promotion department works in cooperation with the business offices that oversee the divisions, offices, and regions to implement measures related to diversity, human resources, training, health management, etc. across the company, with the goal of promoting growth as individuals and as members of the company, creating a rewarding organizational culture in which everyone can thrive, and creating an environment that is mentally and physically healthy and safe, and easy to work in.

Diversity & Inclusion

- ▼ Diversity Mission
- ▼ Diversity Promotion System
- ▼ Creating an organizational culture that makes the most of diversity
- ▼ True diversity in action
- ▼ Support for balancing work and family life

Basic Concept

FamilyMart places importance on being a hub for revitalizing local exchange, and welcomes many customers to its stores every day. In order to face the different issues in each community and meet the diverse needs of our customers, we believe it is essential that diverse store staff and the diverse employees who support the stores play an active role and that we find solutions that utilize that diversity together, and we are working to promote diversity as an important management strategy.

Diversity Mission

like Family

The power of diversity.
A bright, shining and vibrant future for everyone.

We accept a diverse spectrum of people like family
And by using the power of diversity to create value
We can create a bright, shining and vibrant future for everyone.

The name "like Family" embodies the idea that we want to be like a family, accepting differences as a matter of course, without even thinking about it, and lending a helping hand and supporting each other when someone is in trouble.

We aim to be a company where every employee at FamilyMart can work with a vibrant and radiant spirit, be able to be themselves, and want to continue working there forever. From there, we aim to create new value and be FamilyMart that continues to be supported by customers.

Diversity Promotion System



In order to steadily promote diversity as an important management strategy, we are working strategically under the leadership of the Diversity Promotion Committee*, which is made up of management members and chaired by the President and CEO.

To ensure that all employees respect diversity and act with a sense of ownership, we are carrying out activities based on three pillars: "top commitment," "righteous leadership," and "bottom-up."

Agenda for 2025

- With Sustainability! Activities and Penetration Survey
- Human capital disclosure items
- Promotion of people with disabilities

*Diversity Promotion Committee: A committee chaired by the president and composed of management members. It sets KPIs to realize an organizational culture that makes use of diversity to improve corporate value, and implements KPI management.

Creating an organizational culture that makes the most of diversity



In order to respond to the ever-increasing diversification of working styles due to the advancement of the information society and changes in people's thinking and lifestyles, it is essential to realize people and organizations that can find improvement measures in response to changes in the surrounding environment and situation, change themselves, and change those around them.

At the same time, creating a safe and secure environment where people feel welcome to be there and feel free to speak up is a prerequisite for an organizational culture that makes the most of diversity. In order to create new value, we will foster a culture that responds to change, shares ideas, and learns from failure.



Diversity Management Training

In order to ensure that employees understand the importance of promoting diversity and become an organization that can create value, we have been conducting training in stages for managers and above, including executives, since 2017. In addition to this, we also provide training on specific topics such as unconscious bias and harassment, striving to create a corporate culture based on diversity and inclusion.

Ikuboss

The biggest driving force in changing the company culture is the awareness of the department heads and team leaders. We joined the Ikuboss Corporate Alliance and made the Ikuboss Declaration because we believe that leaders themselves need to value work-life balance for themselves and their colleagues and take the initiative in creating a well-balanced work style.

We also provide training to develop managers who can support the diverse work styles of their subordinates and utilize their diverse strengths.

Note 1) Ikuboss: An executive or manager who considers the work-life balance of his or her subordinates, supports their careers and lives, and is able to enjoy both work and personal life while achieving good results for the organization.

Note 2) Ikuboss Corporate Alliance: A network of companies that recognize the need for "Ikubosses" and are actively working to reform their own company mindsets in order to develop ideal bosses for the new era.

Diversity District Committee (March 2018~)

With the goal of "becoming a team that continues to achieve results through the efforts of all employees," we have established regional committees in all departments to utilize the diversity of each employee and create new value. The head of each department serves as the chairperson, and activities are based on the basic philosophy.

Awards (2018~)

An awards ceremony is held once a year, mainly for district committee activities, in which efforts that "utilize diversity," "create new value," and "achieve results" are publicly solicited. It also serves as a place for participants to present and praise the results of their own activities, a place to share knowledge, and a culmination of the year's work.

In fiscal 2024, the event will be held as a hybrid of in-person and online events, with the teams that make it to the final round creating a presentation video, and the grand prize will be determined by a vote of all employees, who will then recognize the team's efforts.

Feel the Diversity Program (2021~)

The event is held as a place where people can "experience and feel" diversity by utilizing their diverse strengths through loose connections that go beyond organizational boundaries. The aim is to foster a culture of discussion, intellectual combat, and innovation.

True diversity in action



We will also consider "inclusion" beyond diversity as "true diversity and empowerment" in which a diverse range of employees, including those who are "promoting the participation of women," "LGBTQ," "people with disabilities," and "international employees," can thrive.

Promoting women's participation in the workplace

FamilyMart aims to be a convenience store that is loved by a diverse range of customers, "close to the community and treating each and every customer like family." To achieve this, the power of female employees is important, and promoting women's participation is a top priority, so we are creating an environment in which female employees can demonstrate their abilities, including through work style reforms for both men and women and fostering a culture centered on controlling unconscious bias.

▶ [The figures are here \(data collection\)](#)

Goals and main initiatives regarding women's participation in the workforce

Goal

Based on the Act on Promotion of Women's Participation and Advancement in the Workplace, FamilyMart has formulated a general employer action plan and set targets to be reached by the end of February 2026.

- Percentage of female managers: 10%
- Gender difference in turnover rate: within 0.5%

 [Details of the General Employer Action Plan\(JP\)](#)

Main Initiatives

- Women's Development Training Plan
Send female employees who are candidates for managerial positions to external cross-industry joint training programs
- FamilyMart Women Project (FMWP)
Bottom-up activities aimed at "personal growth and transformation," "networking," and "company growth and transformation" by female employees to promote women's participation in the workforce
- A career that suits you (introduction of role models)
Introduce the work styles of successful female employees as news within the company, and use them as familiar role models to give them a concrete image of their career plans.
- Coca-Cola Bottlers Japan, Meiji and the three companies hold joint online event

LGBTQ Initiatives

We are working on LGBTQ issues to help each employee better understand and accept diversity. We are working on two axes: "fostering correct knowledge and understanding" and "creating a safe and secure environment." In June 2024, in conjunction with PRIDE month, we rolled out a "Rainbow Action" within the company with the aim of expanding the circle of ALLYs who understand and support LGBTQ, and approximately 1,500 people declared their ALLY. By expanding the circle of ALLYs, we aim to increase psychological safety in the workplace and foster a culture where people can speak up without hesitation.

[▶ For more information on LGBTQ-related initiatives, click here](#)

LGBTQ activism symbol

The name was created with the hope that the circle of ALLY will spread from FamilyMart to infinity like sunlight.



■ Cultivating correct knowledge and understanding

Learning about LGBTQ is one way of learning about the diversity of each employee. We start by "understanding LGBTQ correctly."

- Distribute basic knowledge videos and handbooks to all employees
- News distribution for all employees
- LGBTQ Seminar



■ Creating a safe and secure environment

We will work to increase the number of "ALLYS" who express their understanding and support for sexual minorities, including LGBTQ. Each of us will think, act, and realize a workplace where everyone can be themselves and what we can do for our franchisees and customers.

■ ALLY Activities

We distribute stickers to employees who declare their ALLY status to make it visible. We also operate an ALLY community that employees can voluntarily join.

As the circle of ALLYs expands, the psychological safety of the organization will increase, fostering a culture where people can speak up without hesitation.



■ Same-sex partnership personnel system introduced

We have introduced a personnel system that allows same-sex partners to receive the same internal systems and benefits as legal spouses. Employees who have made the necessary notifications can receive internal systems such as special leave for special occasions, childcare leave, and various allowances for same-sex partners and their children and parents.

■ Establishment of an LGBTQ consultation desk (an external consultation desk available to employees)

■ Expanding franchise entry requirements

From March 2023, common-law marriages and same-sex partners will be able to join under all contract types.

■ Declares support for "Business for Marriage Equality (BME)"

In July 2023, we supported the "Business for Marriage Equality" campaign, which calls for marriage equality (legalization of same-sex marriage) in Japan.



▶ [Click here for the "BME" homepage.](#) 

■ Product-based initiatives

In order to expand the circle of allies who understand and support LGBTQ, and to support the creation of a society where everyone can be themselves, starting in 2021, we will be changing the hot snack bags inspired by our signature product, Famichiki, to rainbow colors (six colors) that represent sexual diversity and LGBTQ, and will be offering them in limited quantities.

In fiscal 2024, we launched the "Rainbow Famichiki Bag" along with the "Rainbow Imabari Towel Handkerchief" and "Rainbow Short Socks" at FamilyMart nationwide. A portion of the proceeds from these sales will be donated to the certified non-profit organization ReBit, which will be used for classes and training on LGBTQ and other diversity issues for students and children in the educational field. We are also collaborating with FamilyMart's "Be Yourself Project."



▶ [Click here for the release\(JP\)](#)

■ Initiatives with the local community

In December 2024, we participated in "Alliance Week Kunitachi" held by Kunitachi City, Tokyo, and held "Famima Children's Cafeteria + ReBit" to provide children with an opportunity to think about "diversity." In addition, in cooperation with ReBit and the Hitotsubashi University Gender Social Science Research Center, we gave a lecture on the theme of "Toward an organizational culture that makes the most of diversity: SOGI, job hunting, and workplace comfort."

▶ [Click here for the ReBit homepage.](#) 

"PRIDE Index" - an index for evaluating LGBTQ initiatives

In the PRIDE Index 2024, we have received the highest rating of "Gold" for the fifth consecutive year and have also become the first convenience store chain to receive the "Rainbow Certification."



PRIDE Index 2024 Gold, Rainbow Certified Mark

▶ ["Work with Pride" website](#) 

Note: The PRIDE Index was established in 2016 by the voluntary organization "work with Pride" with the aim of creating LGBTQ-friendly workplaces. It is Japan's first index to evaluate initiatives related to LGBT and other sexual minorities in the workplace.

Based on the "Comprehensive Partnership Agreement" concluded with Okazaki City, Aichi Prefecture, as part of our community-based efforts, we have been placing information cards for the "LGBT Telephone Consultation" established by Okazaki City in stores in Okazaki City since March 2021. This initiative has been recognized and selected as a "Best Practice" for 2021.



Okazaki City LGBT Telephone Consultation Information Card

Empowering people with disabilities

We are expanding the scope of work for employees with disabilities to include stores, head office, sales offices, farms, etc., so that they can work with enthusiasm. We also consider aptitude when placing employees, and have an evaluation system that allows them to move up the ladder. If necessary, we will strengthen cooperation with support organizations to create a workplace where employees can utilize their individuality and thrive. The employment rate of people with disabilities is 3.19% (as of June 1, 2024), and we will continue to actively employ people with disabilities and promote the creation of an organizational culture that makes the most of diversity.

■ Opportunities for people with disabilities

■ Shop

They start out by stocking shelves and cleaning, and are then active in a variety of store tasks according to their abilities.

■ Business Support Center

Each department is assigned routine tasks that are tailored to the individual's disability characteristics. This not only expands the opportunities for employees with disabilities and improves their skills, but also brings benefits to each department in terms of improving work efficiency.

■ Main office

Employees are assigned to various departments based on their experience and abilities.

■ Offices and sales offices nationwide

Employees with disabilities are also working in our offices and sales offices across the country, helping to foster a work environment where people are considerate of their colleagues, regardless of whether they have a disability or not.

■ farm

At a farm in Nagareyama City, Chiba Prefecture, staff with disabilities grow organic vegetables, which are then sold at 14 nearby stores.

■ Agriculture-welfare collaboration

Starting in fiscal 2024, we will begin agricultural-welfare collaboration with farmers in Chiba and Saitama prefectures. This will expand opportunities for staff with disabilities, as well as help alleviate labor shortages at farms and promote understanding of disabilities in the local community.

■ Employee experience-based training

■ Farm Experience

Starting in 2022, all new employees will undergo hands-on training on the farm.

By harvesting and shipping vegetables together with employees with disabilities and touring the sales floor at retail stores, participants gain an understanding of diversity and experience working closely with the local community.



■ Meeting to deepen understanding of disabilities

We promote employee understanding of disabilities through various experiences, such as providing opportunities for employees with disabilities who work on farms to sell vegetables face-to-face within the company and interacting with each other, as well as experience in sign language, sensory hypersensitivity, walking on braille blocks using a white cane, etc. We also provide opportunities in stores to learn about the problems of customers with disabilities from their perspective and use this to provide shopping support.



Disability awareness workshop

Certified as a good example of a "Barrier-Free Mind" company by the Tokyo Metropolitan Government

The Tokyo Metropolitan Government is working with companies and other organizations to foster social momentum for a barrier-free mindset through the "Barrier-Free Mental Support Company" collaboration project. In this project, FamilyMart has been recognized as a "Barrier-Free Mental Support Company" for 2022 as a company that is taking particularly outstanding initiatives in terms of innovation, originality, and ripple effects, and has been registered as a "Barrier-Free Mental Support Company."



Tokyo Metropolitan Government "Barrier-Free Mind" Good Example Company Mark

[Tokyo Metropolitan Government's "Barrier-Free Mind" website can be found here](#)

Seniors' Activities

To achieve sustainable growth for FamilyMart, we are actively recruiting new personnel and developing highly specialized personnel, while also revitalizing senior personnel who already possess a high level of expertise and skills and have a proven track record.

Renewal of the re-employment system

In fiscal 2021, we significantly revised our re-employment system, redefining and further segmenting the roles and treatment we expect from senior employees.

This allows us to treat employees according to their skills, abilities, and performance, thereby increasing their motivation and expanding opportunities for them to shine.

As a result, as of March 2025, 158 senior employees (122 men and 36 women) are continuing to work after retirement.

Meister System

We operate a "Meister System" in which highly specialized, high-performing senior personnel are treated as "Meister employees" and are given opportunities to be actively involved in training the next generation and imparting their know-how, thereby aiming to increase the motivation of senior employees themselves and create a synergistic effect with the training of younger employees.

Sixteen senior employees with high skills in various departments, such as rent negotiations, corporate sales, and quality control, have been appointed Meisters and are active in their respective departments.

Support for balancing work and family life

We provide various forms of support to promote the creation of an organization and culture where anyone can demonstrate their abilities and continue working regardless of changes in their life stage.

	Main Systems	Contents
Childcare support	Shortened working hours during pregnancy	Part-time work available from 12 weeks of pregnancy
	Spouse maternity leave	Paid special leave available for the birth of a child
	Childcare leave	Can be taken until the child turns four years old
	Childcare work (reduced working hours)	Part-time work is available until a child completes the third year of junior high school (available for all positions and job content, including management and sales positions)
	Childcare shift work	The start time can be advanced or advanced up to one hour before or after in 30-minute increments
	Sukusuku Support	Subsidy for childcare fees if you return to work before your child turns one year old
	Sukusapo Plus	Subsidies for babysitting fees etc. if you return to work before your child turns one year old and are unable to enroll in nursery school
	Child care leave etc.	Can be taken in hourly units to look after sick children until they finish third grade, to look after children when a class is closed, to attend entrance ceremonies, etc.
	Sukusuku Leave	Five days of paid childcare leave available each year until the child completes the first grade of elementary school
	Transportation to and from nursery school using company vehicles	Employees who commute to work in company cars, such as sales staff, can use the company car to take their preschool children to and from daycare centers, etc.
Nursing care support	Nursing care leave	Can be taken in three installments up to a total of 365 days
	Nursing care work (shortened hours)	While caregiving is required, employees can work reduced hours for an indefinite period.
	Nursing shift work	The start time of work can be advanced or advanced up to one hour in 30-minute increments
	Nursing care leave	<ul style="list-style-type: none"> • Can be taken in hourly units • If the leave is taken on an hourly basis, 50% of the normal working hours will be deducted from the salary
Diverse Work Style support	Relocation consideration system	Employees who are working reduced hours due to childcare or nursing care are exempt from transfers that require relocation. In addition, even after the end of reduced hours due to childcare, employees who are raising children up to the end of the third year of junior high school and whose spouses are not covered by health insurance will be eligible for this, if approved by the head of the human resources department.
	Job Return	A re-employment system for employees who left the company due to nursing care, childcare, marriage, or a spouse's transfer
	others	<ul style="list-style-type: none"> • Introducing personnel systems for infertility treatment, same-sex partnerships, etc. • Egg freezing and storage service (welfare system)

Goals and main initiatives based on the Act on Advancement of Measures to Support the Development of the Next Generation

Goal

Based on the Act on Advancement of Measures to Support the Development of the Next Generation, FamilyMart has formulated a general employer action plan and set targets to be achieved by the end of February 2029.

- Providing information to encourage men to actively participate in childcare
- Providing training and information to support the career development of women
- Maintain an average of 12 days or more of annual paid leave taken

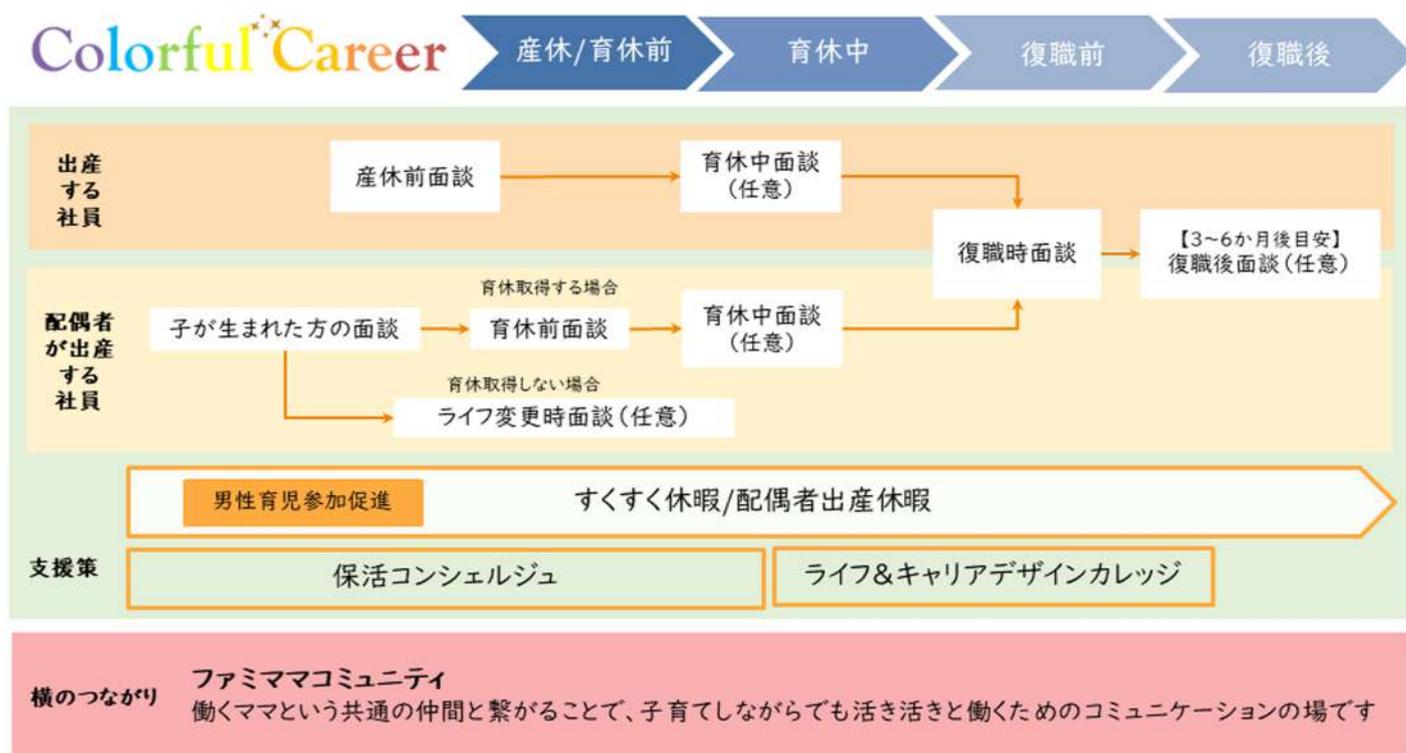
 [Details of the General Employer Action Plan\(JP\)](#)

Childcare support

We provide seamless support to employees taking maternity or childcare leave, or who have had children, such as support for interviews with their superiors, and return-to-work training before returning from childcare leave.

In addition, we believe that men's participation in childcare is important for improving the work-life balance of each individual and for work style reform throughout the company, so we have established a childcare leave system that is easy for men to take and are working to promote their participation in childcare.

[▶ Click here for figures on childcare support \(data collection\)](#)



■ Life & Career Design College (return to work training)

We offer a "Life & Career Design College" for employees returning to work from childcare leave and their partners, regardless of gender. Through learning from specialized instructors about "the mindset required to balance work and childcare after returning to work" and discussions with senior employees who have experience returning to work, employees can enthusiastically prepare for their return to work with a more concrete image.

From 2021, the event will be held online.

■ Supporting men's participation in childcare

Systems to support men's participation in child-rearing include spouse maternity leave and Sukusuku Leave. Sukusuku Leave is a five-day special paid leave that can be taken every year by employees with children up to the first grade of elementary school. It can also be used for graduation and entrance ceremonies, and has been well received by the families of male employees who have used it. Starting in fiscal 2020, we have begun efforts to encourage all eligible employees to take childcare leave. Through these efforts, the number of male employees who actively take childcare leave is increasing.

▶ [For figures on supporting men's participation in childcare, click here \(data collection\)](#)

■ Nursing care support

As the population ages and the birthrate declines, we are expanding our system of reduced working hours with no set time frame so that employees can continue working even when they have to care for their loved ones.

We also distribute a handbook to all employees that clearly summarizes the voices of actual caregivers and the systems in place so that employees are aware of the issues in advance and will not be overwhelmed if they are faced with caregiving.

In addition, we held a seminar on balancing work and nursing care so that employees can continue to work with peace of mind. At the seminar, employees learned about the environment and systems that allow them to communicate with each other, support each other, and overcome the burden of nursing care, rather than shouldering it alone.



Guidebook
(Issued by FamilyMart Union)

Winner of the D&I Award Grand Prize (large company category)

Since 2021, we have been recognized as a "Best Workplace" for three consecutive years at the D&I Awards, Japan's largest awards program that recognizes and honors companies working on diversity and inclusion. In addition, in 2022, we received the D&I Award Grand Prize (Large Company Division), which is given to companies with high diversity scores and role model initiatives among certified companies.

Reasons for the award

<Reasons for winning the 2022 D&I Award Grand Prize (Large Company Category)>

Although it is difficult to instill D&I into the company due to its large size, the company is getting employees across the country involved by creating interview sheets to create opportunities for employees who have had children to talk with their superiors, publicizing the company's internal systems, holding internal awards, selecting SDG leaders in each department and region, and hosting company-wide programs. The company is also proactive in encouraging employees with disabilities to thrive. Promoting D&I in a place that anyone can use, such as a convenience store, has a large social impact. (D&I Award Management Office)



The "D&IAward" is an award hosted by JobRainbow Co., Ltd. that recognizes companies that are working on diversity and inclusion. (First held in 2021) Certification is given according to the level of efforts made, using a "diversity score" consisting of five elements: "gender," "childcare/elderly care," "disability," "multicultural coexistence," and "LGBT."

[▶ JobRainbow website](#) 

Human Resource Development Initiatives

- ▼ FamilyMart 's Overall Human Resource Strategy
- ▼ Recruiting talent
- ▼ Human Resource Development
- ▼ About highly specialized personnel (SP positions)
- ▼ Appropriate allocation and regular rotation
- ▼ Evaluation and treatment

Basic Concept

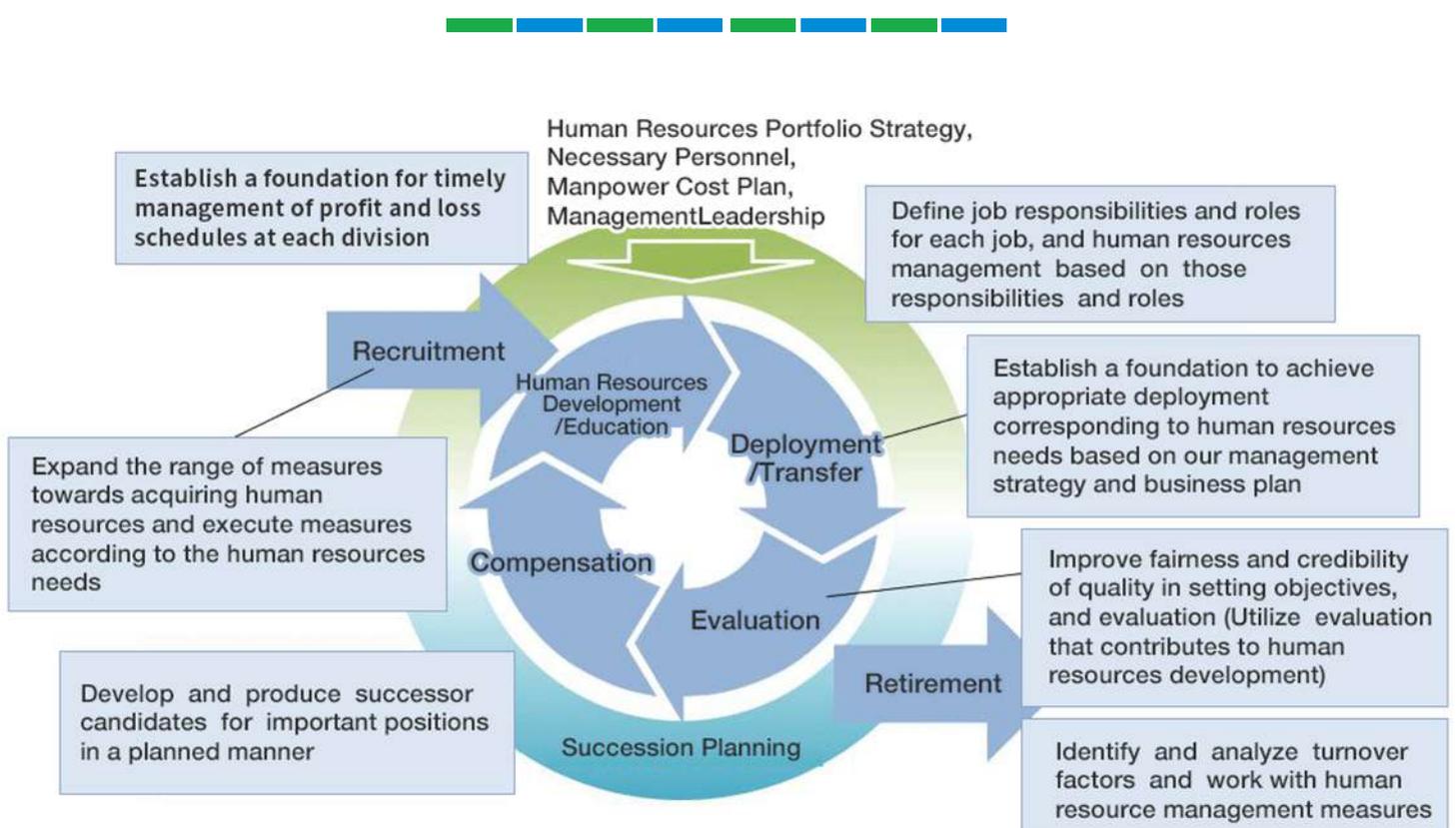
For companies to maintain and strengthen their competitiveness and achieve sustainable growth, it is becoming more important than ever to develop well-planned training programs that enhance and maximize the capabilities of their employees and to strategically support their employees' career development.

Furthermore, in the convenience store industry, where social and consumer needs are diversifying and the competitive environment is intensifying across business categories, labor shortages in stores and logistics are becoming more serious, making efforts to secure talented personnel and prevent employee turnover important issues that affect a company's competitiveness.

FamilyMart is creating systems and mechanisms that allow employees with diverse skills and expertise to thrive and continue to grow in accordance with the human resources management cycle of hiring → training → placement/transfer → evaluation/treatment, and is positioning this as a human resources strategy that will support sustainable growth.

In particular, with regard to "human resource development," we will strive to enrich educational programs that allow employees to learn independently and work to develop motivated personnel who can lead innovation and the creation of new value.

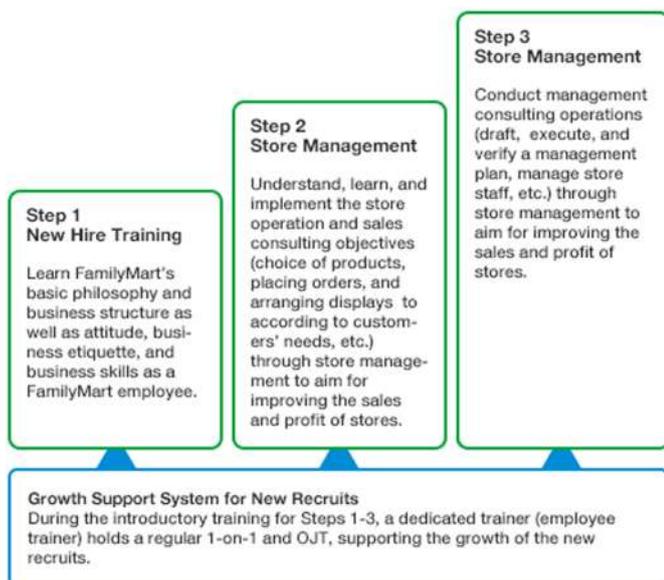
FamilyMart 's Overall Human Resource Strategy



Recruiting talent

FamilyMart recruits new graduates every year, primarily university and graduate students. These activities include workshops such as various workplace experiences with supervisors and roundtable discussions with employees, with the aim of providing career education to new graduates. The workshops provide opportunities for group work, such as problem-solving and proposals, in line with the work of each job type, and students who participated have given us many positive comments and evaluations, such as a deeper understanding of the circumstances and work of the convenience store industry. In fiscal 2025, we hired a total of 80 new graduates (34 men and 46 women).

After joining the company, we provide training support to develop human resources who can play an active role in the company, with FamilyMart unique basic training curriculum allowing employees to gradually acquire work skills and know-how. From fiscal 2024, we will shorten the basic training period from the current two years and three months to a standard one year, creating a system that allows employees to play an active role early.

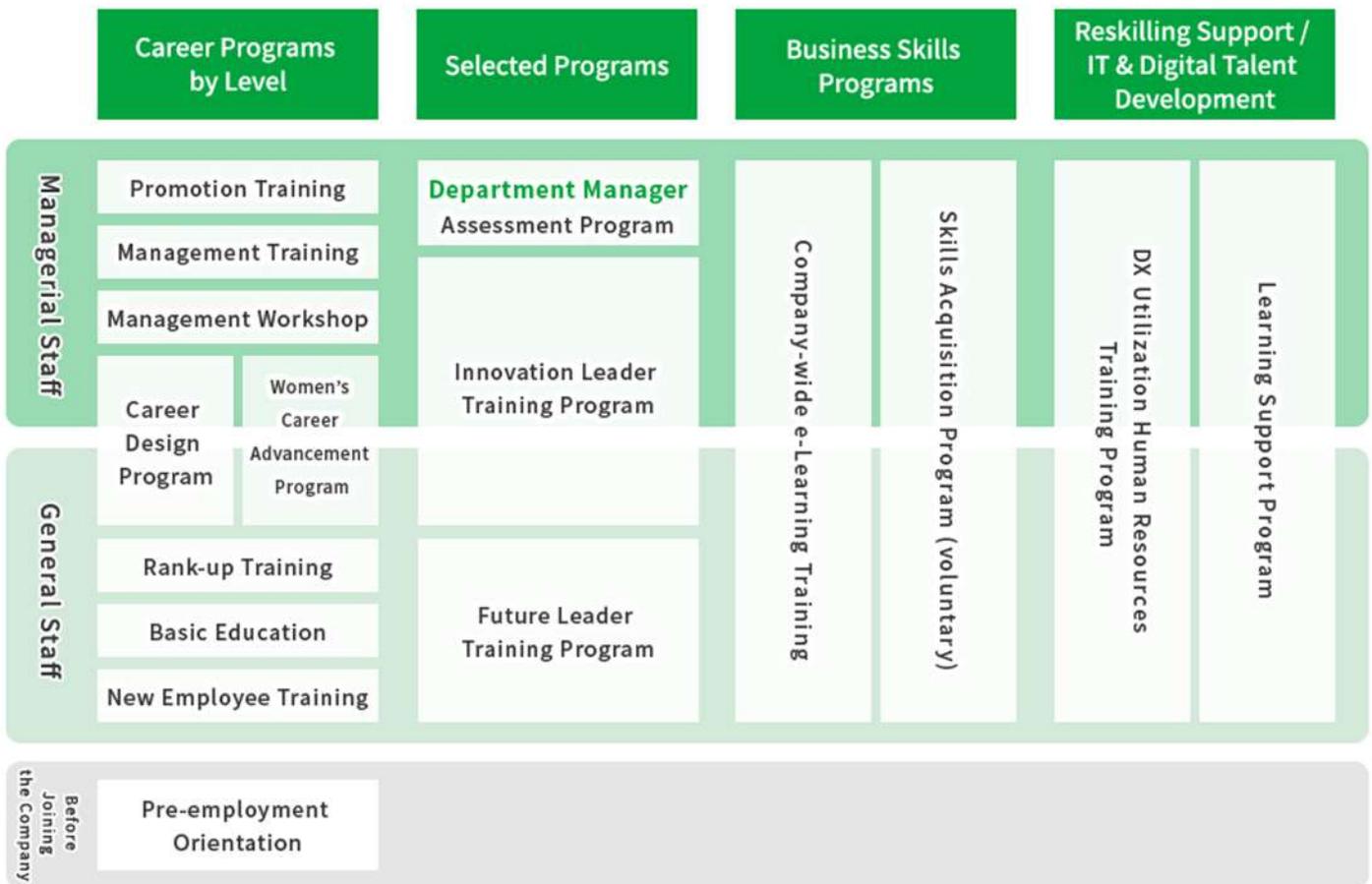


Human Resource Development

In order to strengthen human resource development, FamilyMart restructured its organization in fiscal 2019 to establish a Human Resources Development Department, established a unique education system, and supported employees in developing their own careers independently.

Specifically, in addition to company-wide training such as educational programs for each employee's rank and age group and a next-generation leader development program for selected employees, we also provide department-specific and job-specific training to help each department acquire the knowledge, skills and expertise required. By effectively combining on-the-job training and off-the-job training, we are promoting the systematic development of human resources.

In addition, we have established a reskilling support system for employees who are highly motivated to learn, where the company covers part of the course fees, and we also support voluntary learning. In light of the intensifying competition in the retail industry in recent years and the diversifying needs of society and consumers, we are developing "autonomous human resources" who have the initiative and ability to think independently.



Establishment of the Career Counseling Office

Starting in fiscal 2024, we have established a new career counseling room to support employees in their career planning.

In addition to the career design programs that have been offered up until now for all age groups, we now provide the opportunity for individual career consultations that anyone can apply for at any time, regardless of whether they are in a managerial or supervisory position.

By having in-house staff with national career consultant qualifications provide support tailored to each individual, we are able to go beyond training and provide more specific support for each individual's career autonomy.

Career Design Program Overview



● **Purpose: Career self-discipline**

Deepen understanding of the self and, after establishing one's "axis," take proactive action as a member of the organization to meet expectations from the company and other parties in close proximity, and realize a career at FamilyMart from a mid- to long-term perspective

Explanation	Programs aimed at persons who have been assigned to a position for about a year, persons in positions of responsibility in their specific area at the ages of 30, 40 and 50, and section heads/managers for the purpose of career self-discipline					
Name (Stages)	Basic Education	Career Design I	Career Design II	Career Design III	Career Design IV	Career Support Improvement Program
Theme	Adapting to the company	Adapting to the assigned location	Organizing career choices	Reconsidering your career	Reconsidering your career with an eye to Job change/independence	Career support for subordinates
Target	New graduates/New hires working (1-2 years at the company)	New graduates working fixed time schedule, about 1 year after official posting	Persons in charge and managers (HQ, regional HQs) At 30, 40, 50 for the responsible area and for section heads/managers under 50			Call for applications for section head/manager
Method	Group training, online training, post-training follow-up (specifics differ by program)					
Career counselling	Career counseling group offers career counseling					
Communicating information	Career counseling group (Official YouTube channel) Career Library					

Strengthening DX human resource development programs

The IT and digital talent development program that began in fiscal 2023 will be strengthened and reorganized in fiscal 2024. In accordance with the Ministry of Economy, Trade and Industry's "Digital Skills Standards," we will begin with basic DX literacy education for all employees, and build a development system for business architects (enhancing internal operations), data utilization talent, and system development promotion talent, and provide selective training according to level.

Overview of the Information Technology (IT) Digital Human Resources Training Program



Level	Target Candidate Level	Training
Advanced (for selected employees)	<div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 5px; width: 30%;"> <p>Business Architect (enhance functionality of internal duties) Promote activities for effective use of digital technologies in one's department</p> <p>Change management Data understanding/use Project management</p> </div> <div style="border: 1px solid black; padding: 5px; width: 30%;"> <p>Data-Driven Talent Implement activities for effective use of data in one's department</p> <p>Data analysis/reporting Statistical analysis/modeling DB understanding/data extraction</p> </div> <div style="border: 1px solid black; padding: 5px; width: 30%;"> <p>System Development Promoters Smoothly implement system development related to one's department</p> <p>Requirements System development/engineering knowledge, etc.</p> </div> </div>	<ul style="list-style-type: none"> •DX promotion skills training •Data use training •IT specialist training
Intermediate (for selected employees)	<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p>Human Resources for Business Transformation (Basic) Have the basic knowledge and skills to make effective use of data</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>Human Resources with DX Promotion Literacy Human resources who have the necessary knowledge to be business architects</p> <p>Business reform knowledge Data use knowledge Technology knowledge Security knowledge Understanding data analysis methods Problem-solving with logical thinking GAS RPA Using generative AI, etc.</p> </div>	<ul style="list-style-type: none"> •Training to enhance problem-solving abilities •BX literacy training •DX promotion literacy training
Introductory (for all employees)	<div style="border: 1px solid black; padding: 5px;"> <p>All Employees (DX literacy) Learn about DX literacy and proactively take action on transformation</p> <p>Mindset Background of DX Data/technologies used for DX Use of data/technologies Knowledge about generative AI/ChatGPT, etc.</p> </div>	<ul style="list-style-type: none"> •DX literacy training

Leadership Development Program

FamilyMart offers selective leadership development programs at each level with the aim of cultivating future management talent. Through direct instruction from external lecturers and managers, as well as group work and outdoor workshops, the program aims to help participants broaden their perspectives, deepen self-exploration, and discover their own unwavering values.

Starting in 2022, some programs will include overseas study tours to help participants develop future-oriented ideas and perspectives. Sessions will also be held to share visions for the future through dialogue with management. Furthermore, executive coaching is provided by external coaches to candidates for higher-level management positions, encouraging them to improve the quality of their management decisions and change their mindsets. FamilyMart aims to achieve sustainable growth by positioning human resource development as an ongoing initiative and cultivating leaders who can constantly adapt to the changing times.



Outdoor Workshop



Dialogue with the Chairman



Field work during an overseas study tour (Singapore)



Group photo with President Hosomi after the announcement of the transformation plan

Supervisor position education system

FamilyMart has established an education system that allows employees to play an active role as a supervisor by establishing a supervisor trainee period during which they can master supervisor duties. In addition to company-wide training, supervisors undergo training and examinations to enhance their expertise, and this is how we develop our personnel.

Overview of the Supervisor (SV) Trainees and SV Training Programs



Basic training period An overall training program for young SVs with self-study, training workshops, and OJT

	Basic Education	SV Trainee	SV Year 1	SV Year 2 and higher
Internal review	Review following completion of basic education	SV review	FM Business Consultant Exam	
Practical education	Problem-solving training	SV Trainee Training	SV Practical Guidelines Training	New SV Leader Training
	On-the-job training (OJT)	OJT (Acquisition checklist of SV Duties)	OJT, study groups	
	Portable Skills	Skills Acquisition Program (voluntary)		
Applied Knowledge	Examples of successful efforts	Sharing of examples for consulting for individual stores (company intranet)		
Basic Knowledge	SV duties manual	SV Dictionary and SV training videos for self-education		
	Understanding FM's business Business manners	SV dictionary		
		SV Action Guidelines		

Note: We will also develop an educational system for other occupations to develop specialist human resources.

About highly specialized personnel (SP positions)



In order to achieve sustainable growth in a tough market environment, it is essential to secure and utilize highly valuable, specialized human resources who can create new value as business becomes more diversified and complex.

FamilyMart has established a system to properly evaluate and treat these highly specialized craftsmen, which has been in operation since fiscal 2020. As of the end of fiscal 2024, there will be 38 men and 4 women in SP positions.

Through this system, we will be able to appropriately treat the specialized human resources essential to our business operations, thereby improving our recruiting competitiveness, retaining employees, and maximizing performance.

SP Job System

This system is designed to secure and utilize human resources who have the specialized knowledge and skills necessary to advance our business, and who can contribute to improving the specialized functions of the organization and the company's overall performance by honing their knowledge and skills and building their careers in that field.

Treatment

The evaluation and compensation criteria are set separately from those for general employees. We create a job description for each applicable job, judge the status of work performance based on the description, and reflect this in compensation.

Job examples

- Data scientist
- Researcher
- Cloud Engineer
- Cybersecurity
- Legal Specialist
- etc.

Appropriate allocation and regular rotation

At FamilyMart, employees can gain experience as a supervisor and progress to a managerial position, or progress to a specialist or managerial position in their own department, and so on. Through regular rotations and multiple career track options, employees can gain diverse career paths and work experience. Transfers are determined by the company after comprehensively assessing the employee's wishes, aptitude, and the company's situation.

In addition to the usual internal job posting system, FamilyMart has also established its own career point system and self-reporting system, which give priority to the transfer requests of talented employees, thereby proactively supporting employees in their independent career development.

Self-reporting system

This system allows employees to voluntarily express their medium- to long-term career vision during interviews with their superiors.

This is not only an opportunity for employees to identify current issues and the necessary knowledge and actions to achieve their career vision and use this to grow as individuals, but also an important opportunity for employees to reach a common understanding with their superiors about current concerns, etc.

Forward Session

This system provides a forum for managers to have regular, future-oriented discussions with their subordinates in order to manage goals with the aim of "maximizing organizational results" and "utilizing them for human resource development."

The aim is to increase the likelihood of achieving goals and driving results, while also giving employees new insight and encouraging their growth.

Career Points System

This system was established to fulfill the wishes of outstanding employees as much as possible during regular transfers.

Employees who have earned a certain number of points based on their performance evaluations can submit a transfer request when self-reporting. The transfer request will be approved after screening by the person in charge of the department to which the employee wishes to be transferred, and if the request is accepted, it will be reflected in the personnel transfer.

Evaluation and treatment

FamilyMart seeks "people who are driven by reform, who boldly embrace change, and who can take concrete action with speed" in order to achieve sustainable growth.

The performance that is the subject of evaluation is the result of each employee taking concrete action based on their own mission, and we believe that actions such as "reform and challenge" will lead to the sustainable growth of the company.

Therefore, FamilyMart does not evaluate employees only on results, but separates them into behavioral indicators (competencies) that express each employee's mission as specific actions, and performance indicators, which are the results of those actions. We evaluate employees as "behavioral evaluation" and "performance evaluation," respectively, and reflect these in their treatment, aiming to achieve clear and satisfactory evaluations and treatment.

Behavioral assessment

In order to foster a corporate culture that values the challenges that arise in work and tolerates failure and encourages challenges, evaluation criteria include "challenges" and "adapting to change" in addition to the completion of work-related tasks and interpersonal interactions.

In addition, when evaluating managers, we place emphasis on guiding and developing subordinates, motivating them and supporting their growth.

Performance evaluation

The evaluation period is set at one year in order to set a challenging goal that must be achieved over a medium-term span in line with the business plan. In addition, to ensure well-balanced treatment, we have a system in place that precisely reflects each individual's performance in their bonuses.

FamilyMart 's employee benefits

「FAMIMA LIFE PLUS (WEL BOX)」

At FamilyMart, we provide mental and financial support to employees who need assistance due to illness, childcare, nursing care, disasters, etc. through our Employee Mutual Aid Association in order to create an environment where employees can work with peace of mind. The FAMIMA LIFE PLUS (WELBOX) portal site exclusively for employee mutual aid members also offers a menu of employee benefits that can be used by coworkers and families to stimulate communication in the workplace and enrich your private life.



Holidays and Vacations

- 120 days off per year
- Annual paid leave
- Long-term service refreshment leave
- Vacation
- Spouse maternity leave

Insurance

- Health insurance and nursing care insurance
- Employees' pension insurance
- Employment insurance
- Workers' Accident Compensation Insurance
- Employee Mutual Aid Insurance

Employee Benefits

- Severance pay
- Defined contribution corporate pension plan
- FamilyMart Mutual Aid Association
- FamilyMart Employee Stock Ownership Plan
- Itochu Group related benefits

Healthy, safe and comfortable working environment

▼ FamilyMart 's Health Management

▣ Basic Concept

Ensuring the safety and health of employees is one of the top priorities that companies must fulfill. Under the leadership of their top management, companies are expected to prevent workplace accidents, maintain and improve health, and create a safe, healthy, and comfortable working environment by systematically promoting occupational safety and health measures.

At FamilyMart, top management has taken the lead in establishing a health management system and promoting health management based on the FamilyMart Health Charter. We are also working to contribute to the health and happy future of all stakeholders, including customers, franchisees, and business partners.

FamilyMart 's Health Management



FamilyMart believes that the health of its employees and everyone involved with FamilyMart is the foundation for realizing the future we envision. Therefore, we have established the following Health Charter and are putting in place a system to promote it, as we focus on health management.

Health Charter

We believe that the health of our employees and everyone involved with FamilyMart is the foundation for realizing the future we envision, and so we have established the following Health Charter.

1. Creating a workplace environment where employees can work in good health
We will create an environment where employees can be mentally and physically healthy and take on challenges at work with enjoyment and energy.

2. Employees' voluntary health behavior

Each employee will face their own health and take voluntary healthy actions to live a long and fulfilling life.

3. Contributing to the health of everyone involved with FamilyMart

FamilyMart is committed to promoting its own health and contributing to the health and happiness of everyone involved with FamilyMart, including franchisees, customers and the company, by providing products and services that contribute to mental and physical health.

Date of establishment of the Health Charter: October 2019

President and CEO of FamilyMart Co., Ltd.



FamilyMart Health Report 2024 ~Health White Paper 2024~

To further promote health and productivity management, we have reviewed the progress of improvements in health indicators and the effects of each measure taken to date, and compiled this in a Health White Paper.

Based on the issues identified this time, we will continue to work to improve health figures and promote health management.

<Outline of the Health White Paper>

- Trends in health figures
- Measures and initiatives to improve health indicators
- Results and challenges of the measures
- Addressing local health issues, etc.

 [Health White Paper 2024](#)

Certification and Awards

Health and Productivity Management Award 2025 (large corporation category)



The Health and Productivity Management Excellent Corporation Certification System, designed by the Ministry of Economy, Trade and Industry, is a system that recognizes corporations that consider employee health management from a management perspective and put it into practice strategically.

Certified logo mark

"Sports Yell Company" "Tokyo Sports Promotion Company"

*Certified for 3 consecutive years from 2022 onwards



Certified logo mark

The Japan Sports Agency certifies companies that actively work to promote sports for the health of their employees as "Sports Yell Companies." In addition, the Tokyo Metropolitan Government certifies companies that promote and support sports among their employees as "Tokyo Sports Promotion Companies." FamilyMart has been certified for three consecutive years.

Going forward, we will continue to actively provide employees with opportunities to exercise, such as company-wide walking events, which have been held for over 15 years, as well as online exercise seminars, workplace communication projects, and health and productivity management offices, in order to improve our corporate value.

Excellent company for promoting cancer prevention measures



The Ministry of Health, Labour and Welfare's "Cancer Prevention Promotion Corporate Action" awards companies that have taken measures to prevent cancer for their employees as "Excellent Companies Promoting Cancer Prevention."

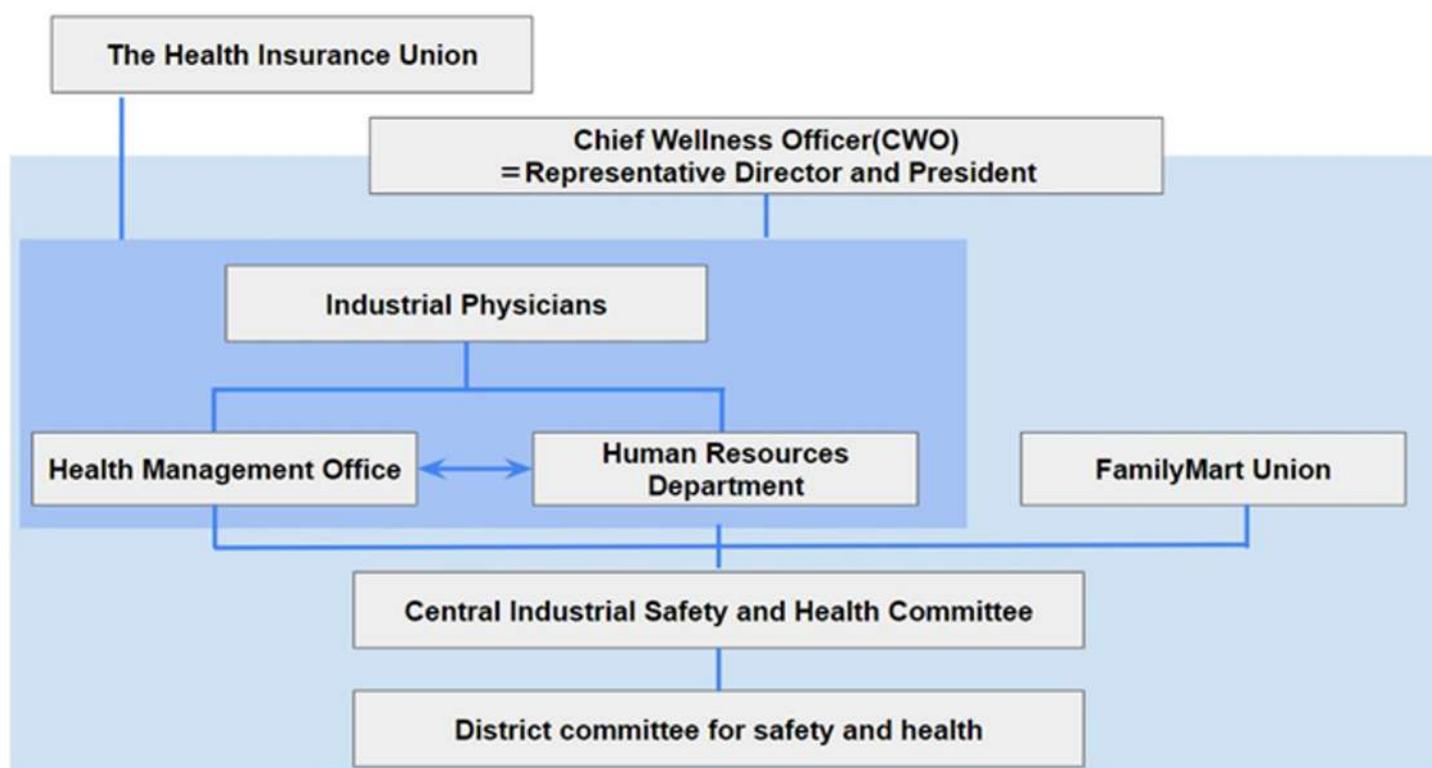
FamilyMart's efforts, such as supporting cancer screening and implementing e-learning programs for cancer, were recognized and the company was recognized as an outstanding company for promoting cancer prevention measures in fiscal year 2024. We will continue to work on cancer prevention measures for our employees.

Health Management System

Under the leadership of our president, who also serves as our CWO (Chief Wellness Officer), the Health Management Office (industrial physicians and public health nurses), Human Resources Department, labor union, and health insurance association share information closely to work to improve the health of our employees.

Each business location holds a monthly safety and health committee to share company-wide issues with the local area and consider measures appropriate to the issues and circumstances of each area. At the same time, we have established a system whereby opinions from each area can be fed back to the entire company via the Central Safety and Health Committee.

FamilyMart has also introduced an occupational safety and health management system and will continue to promote independent safety and health activities in each region, working to prevent workplace accidents, promote employee health, and raise safety and health standards.



(1) Industrial physicians and public health nurses

10 industrial physicians (2 full-time, 8 part-time) 3 full-time public health nurses

(2) Structure of the Health Committee in each district

We hold safety and health committee meetings every month at the head office and at 18 locations across the country. Even in locations with fewer than 50 employees, we hold safety and health committee meetings every month, regardless of legal framework, to check members' working hours, paid leave status, industrial accidents that have occurred nationwide, and company car accidents, as well as to exchange opinions on health promotion measures. We also hold lectures by industrial physicians, and are committed to improving health literacy and the level of safety and health.

(3) Occupational Safety Policy and Occupational Safety and Health Management System

We have established the FamilyMart Safety and Health Policy, set targets and specific action plans through the Safety and Health Management System, and hold discussions at health committees as part of our ongoing efforts to create a workplace environment where employees can work safely and with peace of mind.

▶ [Tokyo Labor Bureau website](#) 

▶ [FamilyMart Safety and Health Policy\(JP\)](#)

Health measures for employees

(1) Strategy maps, overviews, etc.

Our health measures aim to improve the performance of each employee and create sustainable corporate value.

We will implement measures to ensure that our environment is one in which each employee is healthy in mind and body, can fully utilize their capabilities, and can take on challenges with enthusiasm.

 [Strategy Map \(JP\)](#)

Measures overview

Based on legally based safety and health management, the government has identified four areas in which it will particularly focus its efforts: "lifestyle habits," "cancer," "dementia," and "mental health," which are major health issues faced by the nation.

The effectiveness of the implemented measures is confirmed through health checkups, stress checks and health awareness surveys, and measures are reviewed and planned for implementation in order to lead to improved health figures.

In order to promote health and productivity management, we hold monthly meetings with the health insurance association to exchange opinions and discuss current issues and ways to promote health policies. We also discuss participation rates, results and effects of policies, and ways to further improve them.

risk		Body			heart mental
		Lifestyle	cancer	Dementia	
High	<ul style="list-style-type: none"> • Treatment • Support for work-life balance 		<ul style="list-style-type: none"> • Advanced medical assistance 		<ul style="list-style-type: none"> • Occupational physician follow-up • Return to work support program (Trial work, commuting training, etc.) • Utilizing rework • Distribution of guidelines for new recruits (Points to note when returning to work)
			<ul style="list-style-type: none"> • Flexible vacation time • Accumulated annual paid vacation leave • Hourly paid leave, etc. 		
Medium	<ul style="list-style-type: none"> • Early detection • prevention 	<ul style="list-style-type: none"> • Severe illness prevention program • Obesity prevention (Body makeover program) • Medical examination recommendation project • Periodontal disease prevention • Dental examination assistance • Infertility treatment assistance 	<ul style="list-style-type: none"> • Cancer screening assistance • Assistance with brain checkups • Smoking cessation measures (Smoking cessation programs, e-learning) • Cancer prevention and treatment (e-learning) 	<ul style="list-style-type: none"> • Dementia and nursing care prevention (e-learning) 	<ul style="list-style-type: none"> • Relapse prevention program for employees on leave (Line care education for workplaces where employees are on leave) • Stress management (e-learning)
			<ul style="list-style-type: none"> • Retest assistance • Public health nurse guidance 		
Low	<ul style="list-style-type: none"> • Change in mindset • Behavioral reform 	<ul style="list-style-type: none"> • Health News (monthly) • Health Senryu • Oral care (e-learning) • Diet and nutrition (e-learning) • Exercise (e-learning) • Eye health (e-learning) • Stiff shoulders, back pain, knee pain (e-learning) 	<ul style="list-style-type: none"> • Cancer prevention and treatment • Providing online courses 	<ul style="list-style-type: none"> • Dementia supporter training • Balancing caregiving and work • Support seminar 	<ul style="list-style-type: none"> • Occupational physician lecture • Public health nurse lecture • Mental health seminar (Self-care edition/Line care edition)
		<ul style="list-style-type: none"> • Let's Walk Together Project (twice a year) • Workplace communication planning • Healthy Stairs Project • Health videos • Experience-based health seminars • Women's Health Seminar 		<ul style="list-style-type: none"> • Women's Health Support Email Newsletter • Regional initiatives by health and safety committees • Use of health app (My HEALTH WEB) • Style up program • Sports club fee subsidy 	

Note: The above includes joint measures with health insurance associations and labor unions.

■ Items to be improved and reduction targets

We are implementing health measures with the goal of improving by 5% compared to fiscal 2019.

As the obesity rate (BMI of 25 or higher) is on the rise in fiscal 2024, we will implement new measures and work towards a 5% improvement to 29% by fiscal 2028.

■ Towards achieving our goal

In order to reduce the obesity rate, in addition to specific health guidance, we have provided information such as a style-up program that incorporates dietary therapy, as well as sports club subsidies and stretching videos to help address lack of exercise.

In fiscal 2024, while some people saw improvements, the number of people newly classified as obese was greater than those who saw improvements, resulting in a worsening obesity rate. From fiscal 2025, we will enter into new contracts with lifestyle disease specialists, and by revising our employment restriction standards, we will expand the scope of early guidance on blood pressure and blood sugar, and begin to approach people at risk of becoming obese as well. Additionally, to help people develop healthy eating habits, we will distribute health coupons using our own products and introduce a walking app that offers incentives for achieving target step counts, and are working towards achieving our goal for fiscal 2028.

(2) Details of the initiative

To maintain and improve the health of our employees, we invest 17,000 yen per person per year in health checkup costs, re-examination subsidies, and health promotion measures.

We provide careful individual guidance to those at high risk of lifestyle-related diseases and approach those at risk, and work to reduce the obesity rate. We also provide individual support from industrial physicians specializing in mental health and analyze the causes of employees taking mental leave, leading to the prevention and early detection of mental disorders, and work to promote the physical and mental health of our employees.

① Body

② Heart

③ Initiatives to foster health awareness

health check

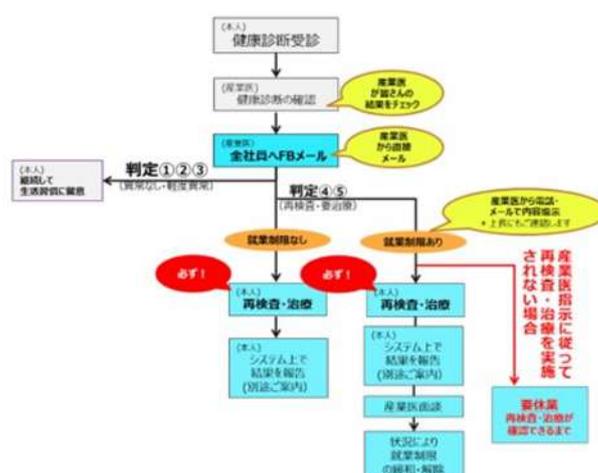
The attendance rate for regular health checkups has remained at 100% for four consecutive years since fiscal 2020. In addition, we have established a system that allows employees aged 35 or older to undergo comprehensive medical checkups at no cost to them, establishing a system for the prevention and early detection of illness.

Health checkup attendance rate

FiscalYear	FY2020	FY2021	FY2022	FY2023	FY2024
Consultation rate	100%	100%	100%	100%	100%

Strengthening the health management system and follow-up measures for health checkups

We have established and are operating a system in which employees who are found to have abnormalities after undergoing a regular health check are required to undergo a re-examination, and the results are smoothly reported to the Health Management Office, after which they receive follow-up from an industrial physician and public health nurse. Employees can check their own health check results at any time through the system, and can also apply for re-examination cost assistance. In this way, we create a cycle where employees do not just leave the health checkup as it is, but instead face the results head on and take action to improve the situation.



FamilyMart's follow-up measures

■ Secondary examination assistance

If a re-examination is required, we will subsidize the cost of a second medical examination once for each health check, encouraging early detection and treatment of diseases.

Rate of detailed examination and number of health guidance sessions

FiscalYear	FY2020	FY2021	FY2022	FY2023	FY2024
Detailed examination attendance rate	22.8%	100%	100%	100%	100%
Health guidance implementation rate	100%	100%	100%	100%	100%
Specific insurance guidance implementation rate	66.3%	58.5%	59.0%	53.2%	-

■ Cancer screening subsidy

To help detect cancer early, we provide financial assistance for cancer screening every five years from the age of 35.

■ Brain check-up assistance

If you undergo a preventive brain check-up, we will subsidize the costs for you and your spouse.

■ Smoking cessation programs

This is a smoking cessation program that allows you to receive online consultations with a doctor using the video call function on your PC, smartphone, or tablet, without having to go to a medical institution in person. Participation is possible with a self-pay of about 20% of the program fee. From 2024, as a new initiative for those who want to try the smoking cessation program, we will start a free trial program with a choice of one or two weeks, and will implement the program three times a year.

■ Infectious disease prevention measures

Subsidies for influenza vaccinations are also provided for dependent family members, and in some regions, a system is in place to allow influenza vaccinations to be administered within the company. We also conduct awareness-raising activities about shingles vaccinations and provide financial assistance for vaccinations.

■ Dental care

To encourage people to have dental checkups, we provide financial assistance for those who undergo dental checkups.

We also take measures to promote oral health, such as distributing kits that enable people to perform proper oral self-checks without having to go to the dentist.

■ Sales and intermediation of household medicines ▲

To help prevent illness, we offer household medicines and health products at lower prices than retail prices.

■ Egg freezing, infertility treatment assistance ▲

We have introduced a system that allows employees and their families (spouses and children) to use the frozen egg storage service at a discounted price.

Additionally, if an employee or their spouse undergoes infertility treatment, we will subsidize part of the costs.

■ Walking ▲

■ Apps

In fiscal 2024, in order to establish the habit of walking, we implemented a walking event using an app, with approximately 500 employees participating.

This project involved participants being guaranteed a drink or other gift if they met certain pre-determined conditions within the week, which made walking fun and enjoyable, with 61% of participants achieving the conditions.

■ Photo Contest

We held a photo contest to encourage more people to take more steps and enjoy casual walking. We asked for photos of discoveries and scenery they found while walking, and received a total of 145 submissions.

The participants posted all sorts of photos, including beautiful scenery and scenes that caught their eye, and it was clear that each employee was taking creative steps while walking.

■ Obesity prevention (body makeover program) ▲

This is a lifestyle improvement program run by a health insurance association, aimed at reducing BMIs of 25 or higher.

Participants will experience a balanced diet through home-delivered meals that are low in carbohydrates and salt, and will be encouraged to establish exercise habits through live seminars and video streaming by trainers, with the goal of achieving a BMI of less than 25 within two months.

■ Measures against lifestyle-related diseases (programs to prevent aggravation) ▲

This is a health insurance association program for employees who are undergoing treatment for lifestyle-related diseases at a medical institution and who are deemed to be at "high risk" based on disease onset predictions and the severity of risk factors they possess. Specialized equipment is used to measure the number of steps taken, salt intake, pulse rate, etc., and these are recorded on a smartphone app to visualize the employee's lifestyle habits. Then, a telephone interview with a medical professional is held to implement a lifestyle improvement plan tailored to each employee.

① Body

② Heart

③ Initiatives to foster health awareness

Stress Check

At FamilyMart stress checks are administered to all employees, not just in workplaces with more than 50 employees, and a collective analysis of the stress check results, including the percentage of employees with high stress levels, is carried out, and workplace improvements are implemented after the analysis.

Stress check participation rate

FiscalYear	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025
Examination rate	94.2%	97.1%	95.6%	96.3%	96.2%	96.1%	96.5%

Establishment of various consultation desks

We have set up a dedicated health consultation desk staffed by medical professionals, and have created a system in which public health nurses can respond quickly to employee health inquiries.

In addition, we have prepared consultation services for women only, both by phone and email, for issues such as power harassment, sexual harassment, and childbirth and childcare. Consultations regarding sexual harassment, childbirth, childcare, etc. are always handled by female employees, and we strive to create an environment where employees can feel comfortable bringing up their various concerns and questions.

Return to work support program

The return-to-work program clearly indicates the roadmap for returning to work, the necessary internal procedures, and the conditions for returning to work, allowing employees on leave to focus on recuperation with peace of mind. In preparation for returning to work, employees first take e-learning based on cognitive behavioral therapy, giving them the opportunity to acquire the necessary knowledge and mindset for returning to work. Until they return to work, medical professionals interview each employee and follow up with them to determine whether they have recovered enough to return to work. Depending on the situation, commuting training and trial attendance at the office are implemented, and re-employment is also used to reduce the rate of employees taking leave again due to mental health reasons.

Program to prevent relapses among employees on leave

The program to prevent employees from taking leave of absence again involves providing individual line care education to managers in order to prevent employees from taking leave again in the same workplace where they have taken leave due to mental illness. For managers who will be welcoming employees back to work, we provide e-learning courses that share the mental preparation and points to be careful about when interacting with returnees, as well as specific ways to talk to and respond to them, in an effort to prevent employees from taking leave of absence again.

① Body

② Heart

③ Initiatives to foster health awareness

Heatstroke Ambassador Course

In 2023, the number of emergency medical evacuees due to heat stroke will exceed 90,000 nationwide. To prevent heat stroke, it is important to learn the correct knowledge. FamilyMart therefore encourages FamilyMart employees and member stores nationwide to take the Heat Stroke Prevention Ambassador Course (sponsored by the Ministry of the Environment, the Ministry of Education, Culture, Sports, Science and Technology, and the Ministry of Agriculture, Forestry and Fisheries) hosted by Otsuka Pharmaceutical Co. As a result, more than 2,500 employees and member stores took the course in fiscal 2024. We will continue to monitor local communities by calling out to people at high risk of heat stroke and taking appropriate measures in case of an emergency.

* The "Heat Stroke Prevention Ambassador Course" is a course sponsored by Otsuka Pharmaceutical in which participants can learn the specialized knowledge necessary for carrying out awareness-raising and dissemination activities on heat stroke prevention. Upon completing the course, participants will be certified as "Heat Stroke Prevention Ambassadors."

Dementia Supporter Training Course

According to an announcement by the Ministry of Health, Labor and Welfare, by 2025, one in five elderly people will suffer from dementia.

FamilyMart believes that a correct understanding of dementia is extremely important in Japanese society going forward, and is encouraging its employees to acquire dementia supporter certification.

In addition, in order to encourage more employees to acquire the qualification, employees are becoming Dementia Caravan Mate Qualifications, which allows them to become instructors themselves, and they hold courses in-house. We are also expanding opportunities for seniors to play an active role, such as by having retired employees take on the role of instructors.

<Head office initiatives>

We regularly hold dementia supporter training courses for employees. As of May 2025, the number of dementia supporters is 3,802 (participation rate: 71.0%), and the circle of dementia supporters is steadily expanding.

<Initiatives for franchisees>

An employee who had taken the dementia supporter training course felt that "the content of the course is also necessary for franchisees. We want to expand the circle of dementia supporters to our franchisees as well," so we held a course to expand that circle to franchisees in the Yonezawa area of Yamagata Prefecture. Not only was it a good opportunity for franchisees to gain a correct understanding of dementia and was well received, but the event also strengthened the relationship between FamilyMart and the local government.



A lecture for franchisees



Stickers displayed at participating stores

■ Stretching and exercise seminar

We invited a physical therapist to hold a seminar to teach participants how to use their bodies correctly.

Participants were diagnosed with a posture type based on their walking style, and learned and practiced effective stretches for each type. The seminar was very well received, with participants saying things like, "I was moved by the sensation of my body changing," and "It was a valuable opportunity to learn from a physical therapist who knows the human body inside and out." We will continue to implement effective measures in the future.



■ Sleep Seminar

It is known that sleep is not only closely related to work efficiency, such as concentration and judgment, but is also closely related to mental illness. Since many employees at FamilyMart have issues with sleep, the company held an online "Sleep Seminar" to help employees get a good night's sleep. In addition to learning basic knowledge about sleep in the form of a quiz, employees learned techniques that can be put into practice starting today.

■ Women's Seminar

FamilyMart regularly holds women's health seminars. At these seminars, participants learn about the importance of being aware of and dealing with PMS, menopause, and other conditions that can occur due to fluctuations in female hormones. The theme of the women's health seminar held in January 2023 was "Improving communication in the workplace! ~ Understanding the hormone balance between men and women for a harmonious workplace! ~" and not only covered content aimed at women, but also spoke about menopause in men. By utilizing online sessions, many employees from regional areas who had previously found it difficult to attend were able to participate, and many managers and male employees also participated, providing an opportunity to deepen mutual understanding.



■ Lunch Seminar

We regularly held lunch seminars where people could learn quickly and in a short amount of time. Even if blood pressure, blood sugar, and other values are bad, there are no subjective symptoms, making it difficult to take healthy actions. We regularly hold lunch seminars to teach people why their values are bad, what will happen if they are not improved, and how they can improve their values. To improve their diet, we suggest menus using FamilyMart products that are easy to use.

■ Various online courses ▲

The online courses offered by the health insurance association will have a lineup of 25 courses in total, including three new courses on childcare support added in 2025. A wide variety of courses are available to meet various needs. We encourage employees to use the courses as an opportunity to gain knowledge through health news and hygiene committees, and are helping to promote health management.

■ Making health a habit (Well-being program) ▲

This is a health insurance association program where participants watch on-demand videos about exercise, diet, sleep, alcohol, and mental health for one month on a special website on the health app, aiming to develop health-improving habits. Various health-related videos are available to promote knowledge acquisition and improved health awareness.

■ Health portal site/health news ▲

FamilyMart publishes a health newsletter every month, providing employees with useful information (articles on seasonal or timely themes, information on health events, etc.).



■ FamilyMart's Healthy Senryu ▲

FamilyMart's Health Senryu contest, which began in 2020, is now in its sixth year. In fiscal 2024, 186 entries were submitted, helping to foster health awareness within the company. We will continue to develop the FamilyMart Health Senryu contest into an annual event that will raise employee health awareness while having fun.

ファミマの健康川柳 優秀作品



ヨガマット 今ではただの フロアマット



久々の 喪服でわかる 増えた肉

?



はいチーズ 膨らむ自分に あなた誰



(3) Joint Efforts

① Collaborative health promotion with health insurance associations

② Initiatives with labor unions and mutual aid associations

From fiscal 2022, FamilyMart has signed a memorandum of understanding with the health insurance association on collaborative health promotion in order to strengthen cooperation with the association. This will enable the efficiency of health management operations to promote mid- to long-term lifestyle prevention, cancer prevention, and mental health measures for employees, as well as make it easier for both FamilyMart and the health insurance association to implement and promote health promotion measures, further supporting the promotion of employee health. Regular monthly meetings are held with the health insurance association to share measures and check progress, in an effort to strengthen the relationship.

① Collaborative health promotion with health insurance associations

② Initiatives with labor unions and mutual aid associations

Walking and exercise events

The walking event organized by the labor union is a regular health promotion event at FamilyMart that has been held for over 15 years. This walking event is held twice a year (spring and autumn) to provide an opportunity for employees to overcome lack of exercise.

The event held in the fall of 2024 was a huge success, with 3,773 employees participating.

Workplace Communication Planning

Communication is extremely important in creating a good working environment.

FamilyMart subsidizes part of the costs of these activities as a way to promote communication in the workplace.

Starting in 2024, the content of the program will be revised to make it easier for employees working reduced hours due to childcare or other reasons to participate, further increasing the number of participants and contributing to invigorating communication in the workplace.

We come up with a variety of unique ideas and activities, such as bowling, mountain climbing, visiting shrines, experiencing LUUP, and climbing up and down the stairs of Tokyo Tower.

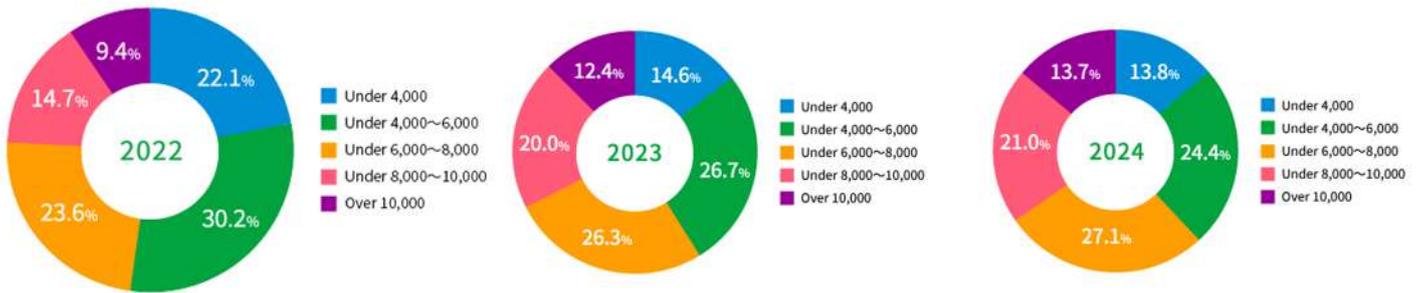
(4) Health awareness survey

In order to promote health management, we conduct a health awareness survey every year to understand the actual situation regarding employees' health awareness and behavior and to implement effective measures that meet their needs.

Health awareness survey response rate

FiscalYear	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025
Response rate	91.5%	93.6%	95.2%	97.5%	96.2%	96.1%	96.5%
Number of respondents	5,852 people	5,119 people	5,270 people	5,378 people	5,391 people	5,432 people	5,063 people

The average number of steps taken per day by FamilyMart employees is steadily improving. In a health awareness survey conducted in fiscal 2022, 52.3% of employees took less than 6,000 steps per day, but this figure improved to 38.2% in fiscal 2024. The percentage of employees taking more than 8,000 steps has also been increasing year by year, increasing 2.3% from 32.4% the previous year to 34.7% in fiscal 2024. The figures show that, thanks to various activities carried out to date, the habit of walking has steadily taken root among employees.



The health awareness survey also confirmed "presenteeism" and "work engagement." We are working on measures to "develop a rewarding organizational culture and personnel" so that all employees can be healthy, lively, and perform at 100%. With regard to "absenteeism," we will continue to analyze the causes of absences due to mental health problems and consider measures to resolve them. We will also continue to work to prevent mental health problems by providing support from industrial physicians specializing in mental health, career counseling from in-house career consultants, and e-learning on cognitive behavioral therapy.

	FY2022	FY2023	FY2024	FY2025
Presenteeism (full score: 100%)*1	-	68.7%	69.2%	69.8%
Work Engagement (full score: 6 points) *2	-	3.40points	3.55points	3.58points
Absenteeism※3	3.3days	3.3days	4.8days	-

*1 An employee survey was conducted using the SPQ (University of Tokyo single-item version).

*2 Measured using the three-item Utrecht Work Engagement Scale ultra-short version. Average of the three items: vitality, enthusiasm, and absorption.

*3 Average number of days off due to illness or injury for all employees. However, this does not include paid leave due to illness or injury.

(5) Occupational Safety

■ Work-related accident prevention education

It is essential that we ensure that all employees at FamilyMart stores and offices have a safe and secure working environment.

At the monthly safety and health committee meetings, information on industrial accidents that have occurred across the country is shared and management and labor exchange opinions to prevent similar accidents from occurring again.

Going forward, FamilyMart will continue to take daily measures to prevent workplace accidents, striving to create a workplace where everyone involved can work safely and energetically.

Frequency and severity of workplace accidents (including directly managed store staff)

FiscalYear	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024
Frequency rate	0.43	0.70	0.75	0.88	0.98	0.98
Severity rate	0.004	0.028	0.019	0.034	0.014	0.019

Health and Productivity Management Office

At our Tamachi headquarters, we provide various facilities and implement various initiatives to promote the health of our employees.



Massage chair



Rest Room



Mental Health Check Device



Installation of blood pressure monitor



Health Office (Jump Meter)

For affiliated stores

The health of our franchisees, with whom we do business, is as essential to the development of FamilyMart's business as the health of our employees.

We are implementing the following measures to promote the health of our members:

Subsidies for health checkups and medical examinations

We have created an environment where all of our franchisees can also undergo health checkups.

Each store can apply for up to three subsidies per year. In addition, we are working to improve the convenience of the subsidy application process by introducing a system.

Mutual aid insurance

We offer a lineup of low-cost group life insurance, medical coverage, and accident coverage exclusively for franchisees, so that franchisees can operate their stores with peace of mind as FamilyMart managers, and to protect the welfare of their store staff.

Health Promotion Project

We are developing a variety of businesses and products to promote the health of everyone involved with FamilyMart.

▶ FamilyMart wins the "Minister of Health, Labor and Welfare Grand Prize" at the "9th Annual Let's Extend Healthy Lifespan! Awards" sponsored by the Ministry of Health, Labor and Welfare and the Sports Agency(JP)

The foundation for sustainability

The foundation for sustainability



Corporate Governance



The basic policy is posted here.

Risk Management



You can see the risks of our business.

Compliance



This page describes our approach to compliance and the promotion system.

Joint growth of franchisees and headquarters



We publish information about the joint growth of franchisees and headquarters.

Respect for human rights



To respect the human rights of everyone involved in our business activities, we have established the FamilyMart Human Rights Policy and are promoting initiatives that take human rights into consideration.

Corporate Governance/Internal Control System



FamilyMart is working to ensure the transparency and soundness of its management in order to achieve sustainable business development and further increase its corporate value.

[Basic policy on ethics and compliance](#)

[Corporate Governance](#)

[Basic Policy for the Establishment of Internal Control Systems](#)

[Operational and Other Risks](#)

This page describes the structure and operation of our internal control system.

You can see the risks of the business.

[Compliance](#)

This page describes our approach to compliance and the promotion system.

Basic policy on ethics and compliance

FamilyMart, in accordance with its “FamilyMart Basic Policy”, will observe the ethics and compliance globally based on the following seven principles.

1.Sound business management

We will manage a sound business by conducting appropriate organizational management and actively and fairly disclosing corporate information.

2.Providing safe and secure products and services

We will ensure the quality control of our products and services and maintain an appropriate sales environment.

3.Fair trading

Maintain fair, transparent and free trade. Also maintain a healthy and normal relationship with politics and government.

4.Appropriate information management

We strictly manage the personal information and confidential information obtained through business activities.

5.Environmental awareness

Recognizing that protection of the global environment is an essential requirement for the existence and activity of a company, we will engage in activities focused on the global environment.

6.Creation of an ideal workplace environment

We respect the individual character and human rights of each employee and will endeavor to maintain an open workplace environment that values richness and comfort.

7.Non-association with criminal elements

We do not associate at all with criminal elements and groups that threaten social order or safety.

FamilyMart Co., Ltd.
Representative Director and President, Kensuke Hosomi

Corporate Governance

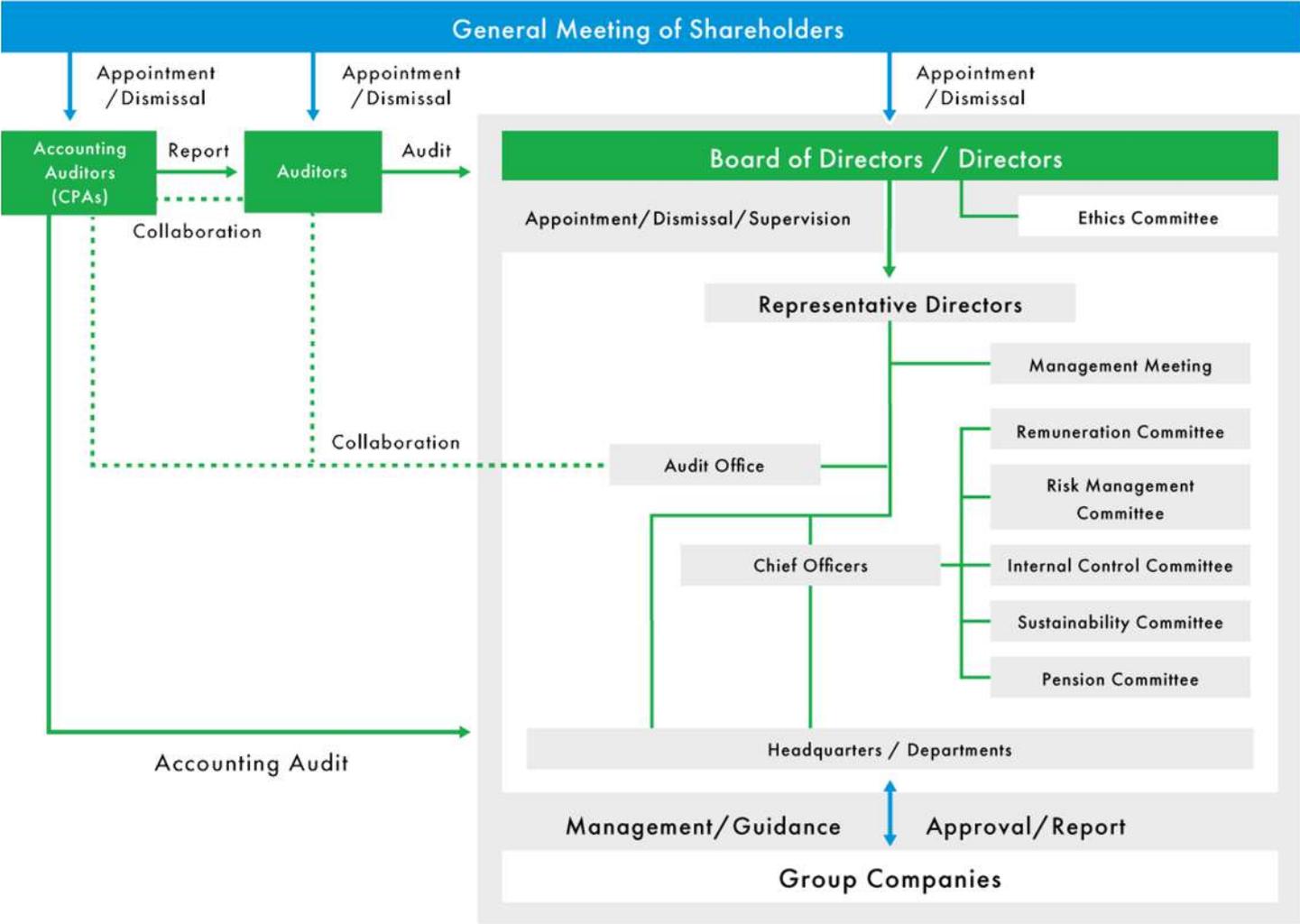
The Company has adopted a corporate auditor system.

As a general rule, the Board of Directors meets once a month to make decisions on the execution of the Company's important operations and to supervise the duties of the Board.

We have also adopted an executive officer system to strengthen swift decision-making and business execution. Executive officers are appointed and assigned duties by resolution of the board of directors, and execute the duties they are responsible for. Furthermore, we have established departments for the purpose of improving the risk management system and strengthening the ethical and legal compliance system, as well as specialized departments for the purpose of establishing internal controls and ensuring corporate governance.

We have established an Audit Office, which reports directly to the President and CEO, as an internal audit department and conducts internal audits of company-wide management issues from the perspectives of "efficiency in the execution of duties," "risk management," and "compliance with laws and regulations." For accounting audits, we have signed an audit contract with Deloitte Touche Tohmatsu LLC, and undergo audits in accordance with the Companies Act and the Financial Instruments and Exchange Act. The accounting auditor audits financial statements and other documents from an independent third-party perspective, and we receive reports on the audit results and exchange opinions with them.

Corporate Governance Structure



*As of March 1, 2025

Basic Policy for the Establishment of Internal Control Systems

As of May 2025

1. Systems to ensure compliance of the execution of duties by Directors, Executive Officers, and employees with laws, regulations, and the Articles of Incorporation of the Company

(1) The Board of Directors' meetings of the Company shall be held once every month, in principle, and, at the meetings, the Representative Director, etc., are required to report on the progress of their duties being executed. Auditors oversee the execution of duties by Directors. To enhance the auditing function, our company shall take the necessary measures to ensure the effectiveness of the audits conducted by the corporate auditors, whereas the corporate auditors shall examine whether the independence of the accounting auditors is being maintained.

(2) The Company will establish specialized committees and departments, as well as appoint a risk and compliance officer and his/her assistant in each division, to ensure thorough compliance.

(3) The Company shall formulate the Compliance Rules. Directors, Executive Officers, and employees shall be required to comply with such rules.

(4) An Internal Reporting System shall be adopted and a point of contact for the provision of information shall be established internally and externally to promote the systems to rectify violations of compliance and prevent infringements. Furthermore, the Rules regarding Internal Reporting System shall prohibit any disadvantageous treatment against any person who engages in internal reporting on account of such report, and Directors, Executive Officers, and employees shall be required to comply with such rules.

(5) The Company shall formulate a policy within the Compliance Rules, addressing the prevention of engagement with antisocial forces. Furthermore, our company shall endeavor to properly deal with such antisocial forces as a unified organization by strengthening collaboration with external bodies, such as the police and lawyers, as well as with industrial organizations and local communities.

(6) The Company shall establish the Audit Office, reporting directly to the Representative Director and President. This office shall conduct regular audits to assess compliance with laws and regulations, adherence to the Articles of Incorporation and internal rules, and the appropriateness of procedures and content related to the execution of duties pertaining to the operation or business of the Company, as stipulated in the Audit Rules.

2. Rules and other systems regarding loss risk management

(1) The Company will establish specialized committees and departments, as well as appoint a risk and compliance officer and his/her assistant in each division to promote risk management.

(2) The Company shall establish regulations regarding risk management and identify, analyze, and evaluate the risks that each division of the Company may face. The Company shall then establish systems and methods, etc. for minimizing the impact, etc. of such risks and manage such risks appropriately.

(3) The Company shall implement a Business Continuity Plan (BCP), and disaster management business plan, to take emergency responsive measures to fulfill our mission to customers as convenient stores, even in the event of large-scale disasters and other emergencies.

3. Systems to ensure the appropriateness of financial reporting

The Company will establish Group Unified Accounting Regulations, Accounting Regulations, Internal Control Regulations for Financial Reporting and other regulations, appoint a CFO-Financial Accounting, and establish the necessary systems to comply with accounting standards and other related laws and regulations and ensure the accuracy and reliability of financial reporting on a consolidated basis. The Company will also regularly evaluate the status of establishment and operation of such systems and make improvements.

4. Systems to ensure efficient execution of the duties of Directors

(1) The Company shall maintain the Management Meeting as an advisory body for decision-making on the execution of important business affairs through rapid and careful deliberations. This body is presided over by the Representative Director and President.

(2) The Company shall adopt an executive officer system, with which the execution of business affairs can be made more efficient by delegating such execution to Executive Officers to the extent possible.

(3) To ensure the proper and efficient execution of duties, the Board of Directors shall determine the scope of job responsibility for each director and establish the Rules on Functional Authority and Operational Approvals to clarify the functional authority and responsibility, etc., of the respective Directors.

5. Systems to keep and manage information pertaining to the execution of duties by Directors

The Company shall establish and maintain its document-handling rules compliant with relevant laws and regulations with regard to the preparation, preservation, and management, etc., of information stated or recorded in important documents (including electronic media), such as minutes of important meetings, including those of the Board of Directors and the Management Meeting; approval documents; and authorized documents. Moreover, our company shall put in place a system to allow Directors, Corporate Auditors, and other concerned parties to inspect the above documents.

6. Systems to ensure the appropriateness of business operations conducted by the corporate group consisting of the Company, its parent company, and Group companies

(1) The Company shall provide Group companies with business administration and management guidance in accordance with the Management Rules regarding Associated Companies. In addition, our company shall dispatch Directors and Corporate Auditors as necessary to understand the management of the Company and strive to ensure the appropriateness of business operations based on the Basic Policy.

(2) The Company shall define guidelines for management control, among other aspects, in its Management Rules regarding Associated Companies. In principle, the rules shall outline matters necessitating prior approval or reporting to the Company for each Group company concerning significant management affairs. This will be tailored to the business nature, scale, listing status, and other pertinent factors of each Group company.

(3) The Company shall support Group companies in implementing and operating their internal control systems with regard to major internal control items while respecting their independence and control such operations when necessary. Our company shall also make Group companies formulate various rules depending on actual business conditions thereof for the purpose of establishing systems in accordance with such rules and provide education and training thereto so that internal control systems can be put in place across the entire Group.

(4) The audit departments of each Group company will work together with the Audit Office of the Company, and regular liaison meetings will be held between the Audit & Supervisory Board members of each Group company and the Audit & Supervisory Board members of the Company to exchange information, coordinate measures, etc., and to develop an internal control system for the Group.

(5) The Audit Office of the Company shall monitor and give advice regarding the establishment of appropriate internal controls at the Company and Group companies by conducting or controlling audits of Group companies.

(6) The Company shall maintain a relationship with its parent company that allows for coordination with full respect paid to the independence and autonomy of both parties. Frameworks for discussing with and reporting to the parent company with regard to important matters of the Company shall be put in place. Transactions with the parent company and its group companies shall be conducted in accordance with the relevant laws and regulations.

7. Matters regarding employees in cases in which a Corporate Auditor requests the Company to dispatch employees to support his or her duties

The Company shall appoint dedicated employees to assist in the execution of the Corporate Auditor's duties. A Corporate Auditor may give directions or orders to such employees in respect of matters required for audit duties.

8. Independence from Directors for employees who are to assist the Corporate Auditors in the execution of their duties and assurance of effectiveness of their instructions

Employees who assist the Corporate Auditors in the execution of their duties shall obey only the directions or orders given by the Corporate Auditor concerned in carrying out their duties and shall not take directions or orders from any Directors, Executive Officers, and/or other employees. With regard to the exercise of authority over personnel affairs of the employee in question, including personnel ratings, personnel changes, and disciplinary measures, the Company shall discuss with the Corporate Auditors in advance and shall exercise such authority only after the Company has obtained the consent of the Corporate Auditors.

9. Systems to help Directors and employees, etc., of the Company and Group companies report to the Corporate Auditors and other systems relating to reporting to the Corporate Auditors

(1) The Corporate Auditors of the Company shall attend the Board of Directors' meetings; attend other important meetings, such as those of the Management Meeting; receive explanations from Directors, Executive Officers, and employees; and examine associated materials.

(2) Directors, Executive Officers, and employees of the Company shall periodically report to the Corporate Auditors the results of internal audits, the status of the execution of the Internal Reporting System, information about transactions involving competitors, or self-dealing transactions, etc.

(3) When directors, executive officers and employees of the Company and directors, auditors and employees of each Group company discover facts that may cause significant damage or have a significant impact on the Company or each Group company, they shall promptly report them to the Company's auditors directly or through the responsible department. In addition, the auditors may request reports from the directors, etc. of the Company and each Group company at any time as necessary.

(4) In accordance with the Rules regarding Internal Reporting System, an individual who makes a report to the Corporate Auditors shall not receive any disadvantageous treatment due to the fact that he or she reported the issue. Directors, Executive Officers, and employees involved must abide by this rule.

10. Policies on prepayment or procedures for repayment of expenses incurred in executing duties as a Corporate Auditor and processing of expenses and liabilities incurred in executing duties as a Corporate Auditor

In the event that a corporate auditor requests for the prepayment of expenses or makes other such requests to the Company in connection with the execution of his or her duties, the Company shall promptly process the invoices for such expenses through the internal system unless the Company has proved that such expenses are not necessary for the execution of the duties of said Corporate Auditor.

11. Other systems to ensure effective audits by the Corporate Auditors

(1) The Corporate Auditors of the Company shall periodically meet with Representative Directors to receive reports on managerial issues, the various environments and risks surrounding the Company, and other subjects and to exchange opinions. Meanwhile, corporate auditors shall receive reports about the method and results of the accounting audit from the accounting auditors and reports about the internal audit from the Audit Office.

(2) Any Corporate Auditor may commission research or seek advice from independent outside experts if it is deemed necessary in connection with an audit.

Operational and Other Risks

As of April 2025

Among the matters related to business and financial operations, here are the main risks which the management recognizes as having the potential to make a major impact on the financial situation of the affiliated companies, operating performance, and cash flow. As it is difficult to reasonably predict the degree of possibility or time frame when these risks could become prominent, it is not written down. In order to address these risks, we have established a necessary risk management system and management methods as well as conducted risk monitoring and management; however, this does not necessarily mean that we will be able to avoid any and all risks. We also promote these activities in the Group companies.

This page includes matters related to the future which were evaluated as of the end of the current consolidated fiscal year.

(1) Risks Related to Economic Conditions

① Changes in Socioeconomic Activities

The Group's business primarily consists of operating convenience stores in Japan and overseas. As such, the emergence of a competitive environment that transcends industry and business boundaries in Japan and in the countries or regions where we operate, as well as changes in economic conditions characterized by concerns about declining consumer confidence due to inflation, may impact our financial situation and business performance in the future.

② Interest rates, exchange rates, rising resource prices, etc.

In our mainstay convenience store business, the Group principally sells food to consumers. Issues that may impact the financial situation and business performance of the Group and our affiliates in the future include interest rate hikes, foreign exchange rates and the depreciation of the yen, and higher food and energy prices triggered by the Russia-Ukraine situation; higher product purchase prices in response to the above as well as increases in utility and other store management costs; and other direct or indirect results like higher inventory costs.

The Group will further enhance our efforts to strengthen the foundation of our convenience store business while expanding into new business areas based upon it to achieve a virtuous cycle of new growth.

(2) Risks Related to Natural Disasters

Risk related to natural disasters such as large-scale earthquakes, tsunamis, typhoons, and flooding is going up every year, and it is anticipated to continue in the mid- and long-term as well as the expansion of their scale. In the event that these large-scale natural disasters, accidents, fires, terrorism, wars, or the spread of infectious diseases such as COVID-19 occur in Japan and overseas where we operate our businesses, these issues may impact our financial situation and business performance in the future.

We have established Business Continuity Planning (BCP) in case of large-scale disasters and pandemics, introduced a safety confirmation system, and taken measures such as disaster drills. The Group companies have also individually put various measures in place. Based on the Basic Act on Disaster Management, we have established a disaster management operations plan as a nationally designated public facility. We have created systems in the event of disasters such as disaster prevention measures and disaster emergency measures so that we can cooperate with related organizations to appropriately and immediately execute disaster management at the time of disasters.

However, in the event of natural disasters and pandemics, the Group may not be able to completely avoid such damage, which may impact our financial situation and business performance in the future.

(3) Franchise-related Risks

The Group has adopted the franchise system in the convenience store business, one of its principal businesses, and provides "FamilyMart System," which the Company has developed and owns, to franchisees. The franchisees and the Group are in the relationship of coexistence and co-prosperity, and we aim to provide convenience to customers each day while we grow and prosper together.

In the franchise system, it is imperative that the Group and franchisees have mutual trust and cooperation. In the event that the trust between the Group and franchisees is damaged or many of the franchise contracts result in termination due to difficulties in franchisees continuing businesses from profitability deteriorating because of a slowdown in personal consumption or a sharp rise in labor, rent, and/or utility costs, these issues may impact our financial situation and business performance in the future.

The Company's foundation and strength lies in its stores, its brand, and its customers. We will further enhance our efforts to strengthen this foundation of our convenience store business while expanding into new business areas based upon it to achieve a virtuous cycle of new growth. At the same time, we will work to transform our entire business by reforming our cost structure, optimizing the use of digital technology, and promoting our unique response to SDGs.

(4) Food Safety-related Risks

In our mainstay convenience store business, the Group principally sells foods to consumers. In addition, other than foods, the Group also offers products for consumers' life such as clothes and daily necessities. In the event that a severe product-related accident including food poisoning, product tampering, mislabeling, or recall occurs, these issues may impact our financial situation and business performance in the future.

The Group ensures the safety and security of the food and other products it offers throughout the supply chain, working with our suppliers to maintain a system of consistent quality control from manufacturing through to sales.

(5) Risks Related to Laws and Regulations

In Japan and abroad where the Group operates its businesses, the Group abides by Japan's Companies Act, tax laws, Labor Standards Act (including other laws and regulations concerning labor management), Antimonopoly Acts and subcontracting acts, food-related laws, and other laws and regulations regarding the environment. We have also obtained the required administrative permits, approvals, etc. Based on the recognition that legal compliance is a crucial corporate responsibility, the Group ensures it through a robust compliance system. However, even if such measures are taken, the Group may not be able to avoid compliance-related risks or the risk that its social credibility may be damaged, including personal misconduct of an officer or employee. In addition, we cannot deny the possibility of unforeseen enactment, amendment, or repeal of laws and regulations by domestic and foreign administrative, judicial, and regulatory authorities, or the possibility of significant changes in various regulations along with drastic changes in social and economic environments. In the event that these happen, these issues may impact our financial situation and business performance in the future.

As of the present time, there has not been any lawsuits raised that have a huge impact on our financial situation and business performance. However, in the event that the Group's business activities or other activities have become a target for major lawsuits, these issues may impact our financial situation and business performance in the future.

(6) Risks Related to Human Rights, the Environment, and Society

The Group has established FamilyMart's Human Rights Policy as its basic policy on respect for human rights. We recognize that our activities, as well as those of our business partners, including our supply chain and affiliates, may impact the human rights of our stakeholders. This includes our customers and their local communities. We ensure that our business partners and their associates understand and follow this policy. We also actively work on managing risks, including through extensive sustainability surveys and audits.

However, in the unexpected event that the Group or a business partner experiences a human rights issue, there may be risk of the Group losing credibility or becoming subject to compensation liability. Consequently, these issues may impact our financial situation and business performance.

The Group considers the resolution of global environmental and social challenges to be key management issues. To that end, we have established a Basic Sustainability Policy that aims to contribute to helping solve various social and environmental issues needed to achieve a sustainable society. As such, we formulated "Famima Eco Vision 2050," which outlines our medium- to long-term objectives for 2030 and 2050. We have also established a Sustainability Committee to address a wide range of climate-related risks and opportunities. Its responsibilities include monitoring trends regarding natural disasters and laws and regulations, and developing response plans related to them; setting climate-related targets and plans for implementation; conducting evaluations; and managing progress.

We particularly regard climate change as a pressing issue. As such, we analyze the potential impact of these risks and opportunities on our business and performance and possible countermeasures, and then disclose the findings in line with recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). Our reduced greenhouse gas emissions target is in accord with the Paris Agreement's aim of 2°C, and has been certified by the Science Based Targets initiative.

We also recognize biodiversity as a key theme. As such, we analyze the potential impact of nature-related risks and opportunities on our business and performance and possible countermeasures, and then disclose the findings in line with recommendations of the Taskforce on Nature-related Financial Disclosures (TNFD).

However, even with these measures, in the event that an environment or social issue such as environmental pollution occurs due to the Group's activities, the results may lead to delay and suspension of businesses, cost incurring for measures, lowering of public esteem, and may impact our financial situation and business performance in the future.

(7) Risks Related to the Handling of Personal Information

In the course of our business operation, the Group collects and maintains personal information including information on customers. In the event that an accident related to the leak of personal information, these issues may impact our financial situation and business performance in the future.

To prevent unauthorized access to personal information and leakage of personal information among others, the Group takes organizational, personnel, physical and technical safety control measures that are generally considered highly reliable, and exercises necessary and appropriate supervision over employees handling personal information. We as well as our four subsidiaries have obtained the PrivacyMark certification by Japan Institute for Promotion of Digital Economy and Community (JIPDEC).

(8) Risks Related to Information Systems and Information Security

The Group has built an information system among the Group, business partners and stores. If a failure of this information system, an abuse of the system or similar improper act causes a situation that disturbs execution of operations, etc., the Group's execution of the businesses, operating results, financial conditions and others may be affected. The Group has established security measures for the information system.

In order to conduct multi-layered monitoring of the development plan, development processes, and quality, as well as improve the design quality and testing comprehensiveness, the Group supervises the vendors and vice versa, having established an integrated development framework and promoting projects. We have also set the code of conduct related to the handling of information so that our employees can recognize that achieving a high information security level is an important matter. We have continued to work on maintaining the IT environment with cyber security risk in mind, enhancing technical security measures, and setting up thorough measures for risk management to secure the safety of the information system operations.

However, even with these measures in place, we cannot entirely avoid the risk of incidents such as leaks of confidential information and personal information due to unexpected external illegal access or breach by computer viruses, or suspension of the information system due to a failure of equipment and trouble on communication lines. Depending on the scale of the damage, these issues may gravely impact our financial situation and business performance in the future.

(9) Risks Related to Human Resources

Japan as a society is currently facing a reduced labor force due to an aging society with fewer children. Because our main business is operating convenience stores, any disruption to our business activities due to the reduced labor force, increased operating costs due to higher staffing costs, and labor shortages in the supply chain, our financial situation and business performance may be affected in the future.

To address this issue, the Group is implementing new technologies and testing and developing energy-saving and labor-saving methods for our stores.

(10) Risks Related to Asset Impairment

The Group holds a large amount of fixed assets, including tangible fixed assets, right-of-use assets, and goodwill related to stores. We also hold investment securities. Impairment losses on these fixed assets and investment securities have been recognized as necessary at this point in time. In the event that the profitability of stores or investments declines significantly due to unexpected deterioration in economic conditions or poor performance, and the book value of these assets is no longer recoverable, a new impairment loss will be recorded, potentially impacting our financial situation and business performance in the future.

We strive to reduce such risks by making decisions on store openings based on established criteria and by regularly monitoring store profitability, as well as the financial and business position of investees.

(11) Reputational Risks

The Group has established a Risk and Compliance Committee with the aim of creating a risk management framework and strengthening our ethics and legal compliance system. The committee deliberates and takes action on issues related to risk management and compliance in terms of business risks and opportunities. We have also formulated a Basic Policy on Ethics and Compliance that all officers and employees are required to comply with. We also hold regular compliance trainings. Furthermore, we provide regular trainings for our affiliates, as well as various relevant manuals.

Even with measures such as these in place, inappropriate actions by certain customers, franchisees, business partners, or officers or employees of our Group may occur, as may problems related to defects or accidents involving the products and services we offer. The spread of information regarding such occurrences through social or mass media and the resulting reputational damage could negatively affect our Group's brand value, resulting in lower sales. This could impact the financial condition and business performance of our Group.

Related links

- [> Corporate Governance](#)
- [> Compliance](#)

Compliance

As of April 2025

We have established the Risk Management and Compliance Committee, with the objectives of improving our risk management system and strengthening our ethical and legal compliance system, as well as the Sustainability Committee, to report on social and environmental initiatives and deliberate on issues.

Both committees discuss and address risk management, compliance issues, and social and environmental issues from the perspective of the opportunities and risks they pose to our business. Furthermore, our group has established the "Basic Policy on Ethics and Legal Compliance" and "Compliance Regulations," and requires all directors, executive officers, and employees to comply with these regulations. In the unlikely event that any violation of these regulations occurs, we have established a hotline desk and a helpline for business partners as an "internal reporting system" to allow consultation and reporting both inside and outside the company. Under the slogan "Don't do it, don't let others do it, and don't overlook it," we aim to correct any compliance violations we may have and prevent them from occurring as an organization.

Number of cases operated by hotline desks and business partner helplines (FY2024)

Suspicion of fraud, illegality, or violation of rules	12
Consultation regarding employment contracts, work, working hours, etc.	5
Product and quality consultation	2
Advice regarding the work environment, behavior, and suspected harassment	96
others	0
Total number	115

Ensuring Tax Transparency

In order to fulfill tax return and tax payment obligations, we comply with the "FamilyMart Group Tax Regulations," which specifies the FamilyMart Group's basic stance and code of conduct regarding taxation. This includes preventing tax avoidance, maintaining an open and transparent relationship with tax authorities, filing accurate tax returns, and making proper tax payment. We comply with tax treaties, tax laws, and its spirit of all countries/regions in which we do business. In addition, we ensure tax transparency by disclosing tax payment information in a timely and appropriate manner to all stakeholders through annual securities reports and cooperatively providing information to tax authorities.

Related links

[> Corporate Governance](#)

[> Operational and Other Risks](#)

Joint growth of franchisees and headquarters

- ▼ FamilyMart 's franchise system
- ▼ Support for training store staff
- ▼ Member Store Mutual Aid Association

FamilyMart 's franchise system



FamilyMart 's convenience store business is run through a franchise system. FamilyMart Headquarters (hereinafter referred to as Headquarters) cooperates with franchisees to provide easy-to-use and convenient products and services to customers, thereby improving their convenience, and is running its business with the aim of contributing to the future of local communities and the earth through environmentally friendly initiatives. Before the store opening, you will attend store manager training provided by headquarters, so that you can be fully prepared for the opening day with peace of mind. Even after the store opens, a supervisor from headquarters will visit the store regularly to provide support for the success of the business, such as consulting on business plans and product introductions.



▶ [Recruiting franchisees\(JP\)](#)

Support for training store staff



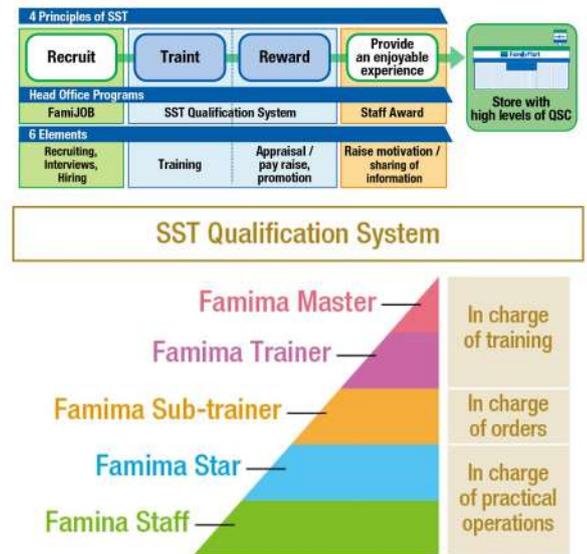
For FamilyMart to fulfill its responsibilities to society and maximize its value, the efforts of each and every store staff member who has direct contact with customers are essential. By establishing a human resources development system to ensure that store staff have a sense of pride in their work, we are strengthening the organizational structure within the store and improving store management capabilities.

Furthermore, to become a convenience store that customers choose, we must improve what customers consider to be quality, that is, "product quality" and "store quality." Store staff, who are responsible for "store quality," work daily with the primary goal of "improving QSC* level."

*QSC: The basics of store development: "Q: Quality", "S: Service", "C: Cleanliness"

Store staff training system

FamilyMart operates approximately 16,300 stores nationwide, employing approximately 210,000 store staff. These store staff, who interact with customers daily and are involved in creating sales floors, cleaning, and store operations, are indispensable personnel working on the front lines of the store. To increase the motivation of these store staff and ensure they feel fulfilled in their work, FamilyMart supports their growth in a gradual and efficient manner through its unique human resource development system, the Store Staff Total System (SST), which incorporates a qualification system. FamilyMart SST fosters store staff's independence and sense of responsibility, and promotes skill improvement and self-development through level-specific training.



[Click here for details about the Store Staff Total System\(JP\)](#)

Member Store Mutual Aid Association

The Franchise Store Mutual Aid Association is made up of all franchise owners as members, and its purpose is for members to help and support each other. We provide a variety of support to enhance the welfare of members, their families, and store employees, and to help each other out when they are in trouble.

We have a group insurance program available to all members at low premiums (including medical insurance, accident insurance, death benefit, and plans to help you save for life in retirement).

In addition, we offer various support services to our paying members to make their daily lives more fulfilling and secure. We offer welfare services such as a disaster relief payment system to provide strong support in the event of a disaster, a health checkup support service to fully support maintaining health, and discounts and preferential treatment at affiliated facilities.

Respect for human rights

- ▼ Establishment of human rights policy
- ▼ Promotion Structure
- ▼ Human Rights Due Diligence
- ▼ Grievance Mechanism
- ▼ Promoting understanding among employees
- ▼ Initiatives with Stakeholders

FamilyMart 's corporate message, "FamilyMart, Where You Are One of the Family" expresses our desire to "connect with everyone involved with FamilyMart like family and move forward together," and so connections between people are essential in our business activities. We believe that respecting human rights is not only a way to realize our basic philosophy, but also a social responsibility that is essential as the foundation for supporting sustainable growth.

Establishment of human rights policy



FamilyMart In addition to endorsing the ten principles of the UN Global Compact, including its principles on human rights, and complying with the UN Guiding Principles on Business and Human Rights and the OECD Guidelines for Multinational Enterprises, the company respects the International Bill of Human Rights and the ILO Declaration on Fundamental Principles and Rights at Work. We respect the International Bill of Human Rights and ILO Declaration on Fundamental Principles and Rights at Work. Recognizing the importance of "respect for human rights" as a universal value both in Japan and abroad, we established the FamilyMart Human Rights Policy in October 2020 to demonstrate our stance on human rights as a responsible company. As a basic policy on respect for human rights, this policy expresses our commitment to respect and protect human rights in all aspects of our corporate activities. In formulating the policy, the Sustainability Promotion Department played a central role in preparing a draft by sorting out what human rights issues exist throughout our business activities for all supply chains surrounding FamilyMart, and receiving advice from experts to confirm its appropriateness. The draft was then reviewed by the Sustainability Committee and approved by the Management Committee and Board of Directors.

 [Human Rights Policy](#)



Promotion Structure



Based on the organizational structure of the Sustainability Committee, under the supervision of its chairperson (the CMO*), the Sustainability Promotion Department, which serves as the secretariat, coordinates with each department, shares information, and monitors the progress and implementation of initiatives based on this policy.

Reviews, reports, and proposals are discussed at the Sustainability Committee, which meets twice a year, and the results are reported to the Board of Directors.

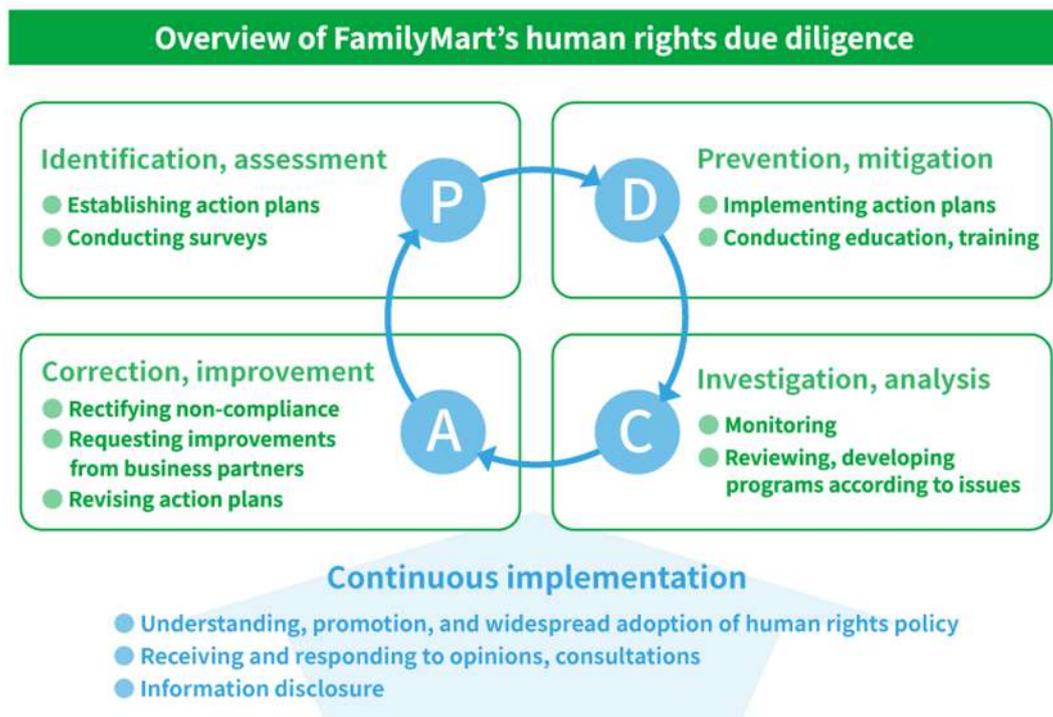
*CMO: Chief Marketing Officer

▶ Sustainability Promotion Structure

Human Rights Due Diligence

Human rights due diligence refers to ongoing activities to address adverse human rights impacts. FamilyMart has established an appropriate system based on the United Nations Guiding Principles on Business and Human Rights. In response to the adverse impact of our business activities on human rights, we value dialogue with stakeholders and implement measures to identify and evaluate issues (P), prevent and mitigate (D), investigate and analyze (C), and correct and improve (A). We will review our human rights due diligence as appropriate in response to changes in society, incidents occurring inside and outside the company, and when implementing new business ventures.

 [Human Rights Due Diligence Report](#)



Anticipated risks and challenges in FamilyMart 's business activities

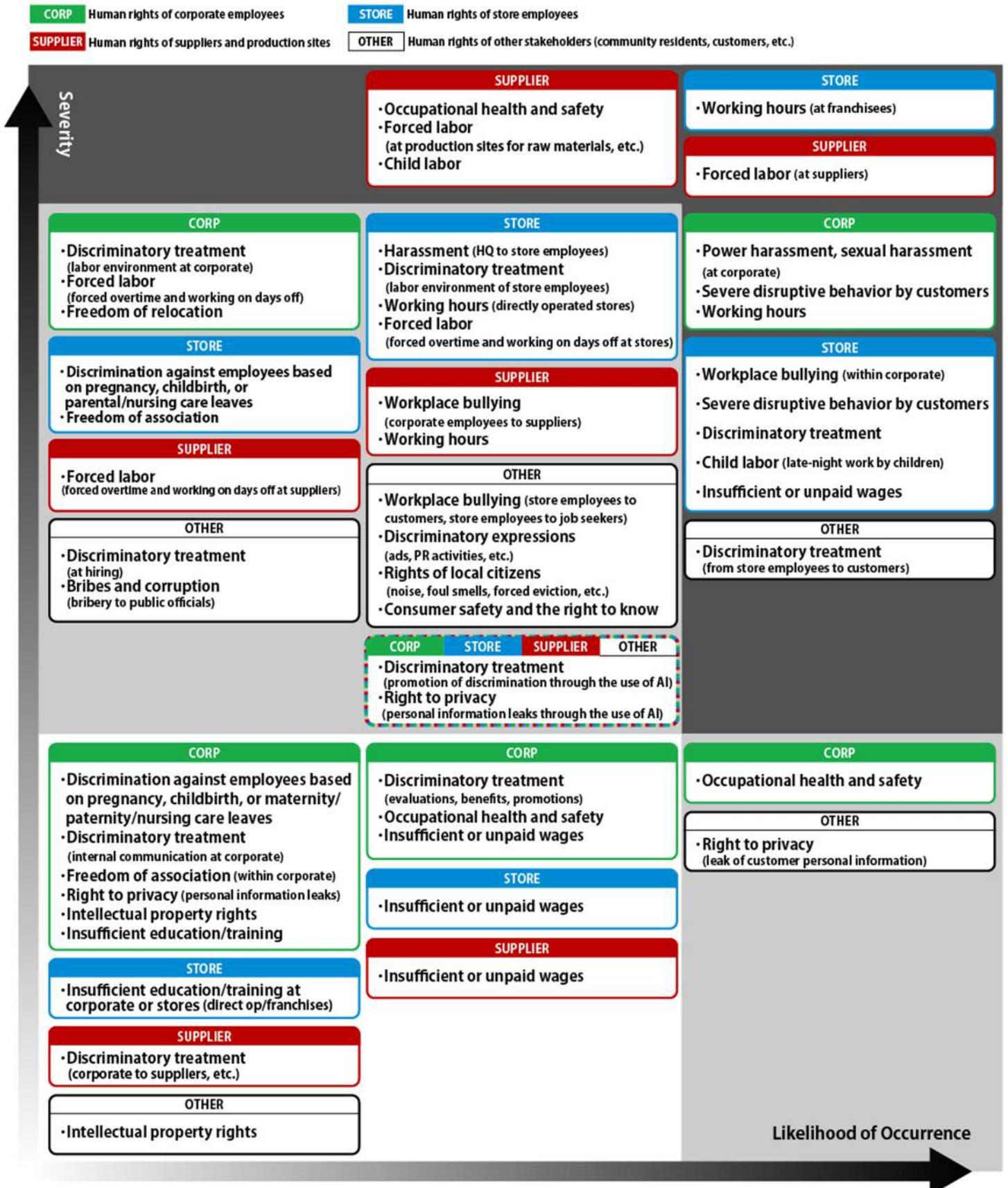
While receiving advice from external experts, we will anticipate possible human rights risks that may arise in our business activities, and reflect these in our human rights due diligence plans, taking into account their frequency and severity.

Human Rights Impact Assessment

We have extracted relevant human rights risks based on advice from external experts, our own business activities, and feedback received at our consultation desk, etc. We have created a risk map based on the parties involved, frequency of occurrence, and severity.



Results of the importance assessment of human rights risks



*Severity (impact level)

Scale: The extent to which human rights violations affect life and health

Scope: The predictability of the impact of human rights violations and whether they are geographically limited

Degree of difficulty of remediation: Determined based on the possibility of remediation if a human rights violation occurs

Grievance Mechanism

FamilyMart has set up multiple hotlines both inside and outside the company where all employees and business partners can seek advice or report any issues at any time, and these hotlines are used to receive feedback, including on human rights issues.

When a consultation is made, the contents of the report will of course be kept confidential, and we have also established rules prohibiting any unfavorable treatment or retaliatory measures against the informant. In order to protect the informant, the relevant departments will work to confirm the facts, correct the matter, and prevent recurrence, thereby preventing acts that constitute human rights violations and establishing a system for correcting such acts when they do occur.

In addition, taking advantage of the enforcement of the Revised Whistleblower Protection Act in June 2022, we have revised the "Regulations on the Internal Information Reporting System (Hotline)" for FamilyMart employees by adding items such as "expanding the scope of the system to include directly managed store staff" and "prohibited actions against informants, etc." to make the system more comfortable for informants to report.

Any incidents that could potentially lead to serious infringements are reported to management through the Risk Management and Compliance Committee, and countermeasures are implemented to ensure a swift resolution. In fiscal year 2024, 87 cases were reported, including cases not related to human rights.

▶ Compliance

■ For FamilyMart employees

- **In-house consultation desk:** Hotline Desk (internal information reporting system), power harassment consultation desk, sexual harassment consultation desk
- **External hotline:** Group employee hotline, hotline/external desk, SOGI/LGBT hotline

■ For customers and business partners

Customer Service Center (internal contact point), Affiliated Store Service Center (internal contact point), Business Partner Helpline (external contact point)

Promoting understanding among employees

With the aim of ensuring that all FamilyMart employees conduct their business activities in accordance with the FamilyMart Human Rights Policy, FamilyMart provides opportunities for education and deepening of understanding regarding human rights and the risks and issues that exist in business activities.

Training for directors and employees

We provide education on human rights to all directors and employees through videos and lectures by external lecturers. We also incorporate human rights into e-learning materials on other themes, such as the SDGs, as a related topic.

In fiscal 2023, we held a lecture on "Business and Human Rights" for all employees. In addition, the textbooks and other related learning materials are posted on a learning system that all employees can access at any time. The implementation rate in fiscal 2023 was 100%.

Training Themes	Main Contents	held	Implementation rate	Director	employee	(For managers)
About "Business and Human Rights"	<ul style="list-style-type: none"> Basic knowledge on "business and human rights" Cases of human rights violations closely related to our company 	From FY2022	100%	●	●	
"Case Study Session: Store Management and Human Rights"	<ul style="list-style-type: none"> Human rights risks associated with store operations *Training for sales managers 	FY2022	100%	●	●	
Making the most of diversity	About DE&I <ul style="list-style-type: none"> Diversity management practice 	From FY2022				●
Aiming to create a convenience store that is easy for everyone to use (universal service)	<ul style="list-style-type: none"> Learn the perspectives and ways of thinking necessary to aim for "convenience stores that are easy for everyone to use" Raise awareness of how a universal perspective leads to corporate growth 	FY2023	100%	●	●	
About "unconscious bias"	<ul style="list-style-type: none"> Lifestyles and values in the post-COVID era Biased thinking such as "preconceptions" and "prejudices" 	FY2024	100% for management			

Training sessions for specific departments

We hold practical training sessions by external experts for departments that have close ties to each of our human rights risks and issues, such as human rights awareness and product labeling.

Incorporating it into management training

We also incorporate this into our managerial training to provide accurate knowledge about human rights and to recognize and reduce the risks of human rights violations, such as various forms of "harassment." By making managers aware of the points they should be mindful of in their daily communications, this will lead to them taking the initiative in their actions and reflecting them in their work.

Initiatives with Stakeholders

We are working to prevent and reduce human rights risks throughout our entire supply chain by making our stakeholders aware of the FamilyMart Human Rights Policy and encouraging our business partners to understand and support the policy in various ways.

Together with our franchisees

Creating store tools

We distributed a guidebook that describes important points to note in store operations, risks that may lead to human rights violations, and how to respond. In addition, in light of the increasing number of foreign staff members, we are creating and utilizing tools that support languages other than Japanese, such as employment contracts and manuals (English, Chinese, Vietnamese, Nepalese, etc.).



Store staff training tool "Welcome Book" Chinese version

■ Initiatives for franchisees

We raise awareness by distributing information on the "Affiliate Store Portal Site," which can also be accessed from stores' store computers, such as basic knowledge about human rights and examples of human rights violations that may occur in stores.

■ Incorporating it into training programs for store managers

In training for new store managers and multiple store franchisees, we provide training on the importance of operating a store with consideration for human rights, information on the FamilyMart Human Rights Policy, and case studies related to stores.

■ Together with our business partners

FamilyMart regularly notifies employees of its sustainability policies, including its human rights policy, and provides opportunities for employees to deepen their awareness of respect for human rights, such as by holding information-sharing sessions with external experts. We also conduct surveys and monitoring audits to check the status of our efforts to respect human rights. Furthermore, we conduct supply chain audits, including the operating status of daily manufacturers (contract manufacturers of ready-to-eat meals), which produce our original ready-to-eat products, and work with Japan Food Supply (JFS), a group company of ITOCHU Corporation, to conduct in-depth audits of manufacturers from whom we procure raw materials.



■ Self-check questionnaire and audit implementation

Starting in fiscal 2020, we will conduct surveys on human rights issues targeting business partners, subsidiaries, etc. Going forward, we will continue to conduct the surveys by assessing the results and issues that arise, expanding the scope of participants and improving the content.

Self-check questionnaire		
FY2022	FY2023	FY2024
34companies	145companies	208companies

Monitoring Audit		
FY2022	FY2023	FY2024
14companies	22companies	25companies

■ Creation and sharing of a human rights checklist tool, "Checklist for protecting human rights"

We have received an increasing number of requests from business partners to share information regarding education and communication with foreign employees and foreign technical intern trainees. In response to this, we have created a tool for human rights issues, "Checklist for Human Rights Protection," supervised by external experts, and distributed it to some of our business partners.

■ Working with NGOs and NPOs

We regularly work with NGOs and NPOs that receive donations from our in-store "the FamilyMart Connecting Dreams Foundation Donation" to carry out various initiatives that promote respect for children's human rights.

Examples of initiatives

- **Supporting Children's Cafeteria Activities "FamilyMart Connecting and Connecting Children's Cafeteria Support Project"**
(Musubie, a certified NPO, National Children's Cafeteria Support Center / 2021~)
- **Providing "Children's Food Support Boxes" to improve the food situation for children**
(Save the Children Japan, Public Interest Incorporated Association / 2020~)
- **Holding joint classes on the theme of SDGs**
(Save the Children Japan, Public Interest Incorporated Association / 2021~)
- **Supporting the growth of children around the world through school lunch support and food aid in emergencies**
(NPO Japan Association for the World Food Programme / 2006-present)

▶ **Initiatives using the FamilyMart Connecting Dreams Foundation Donation**

Supporting the initiative

Ministry of Justice "My Human Rights Declaration"

As a company that acts in a way that respects human rights, we have made the "My Human Rights Declaration" promoted by the Ministry of Justice, and in 2023 we were introduced as a company taking a leading role on the Ministry of Justice's special website, which publishes various initiatives that are considerate of sexual minorities. We are working to realize a society in which everyone respects human rights.

▶ [My Human Rights Declaration | Human Rights Library](#)

▶ [My Humanity Declaration: Sexual Minorities](#)

"Business for Marriage Equality"

▶ [Click here for the "BME" homepage.](#)

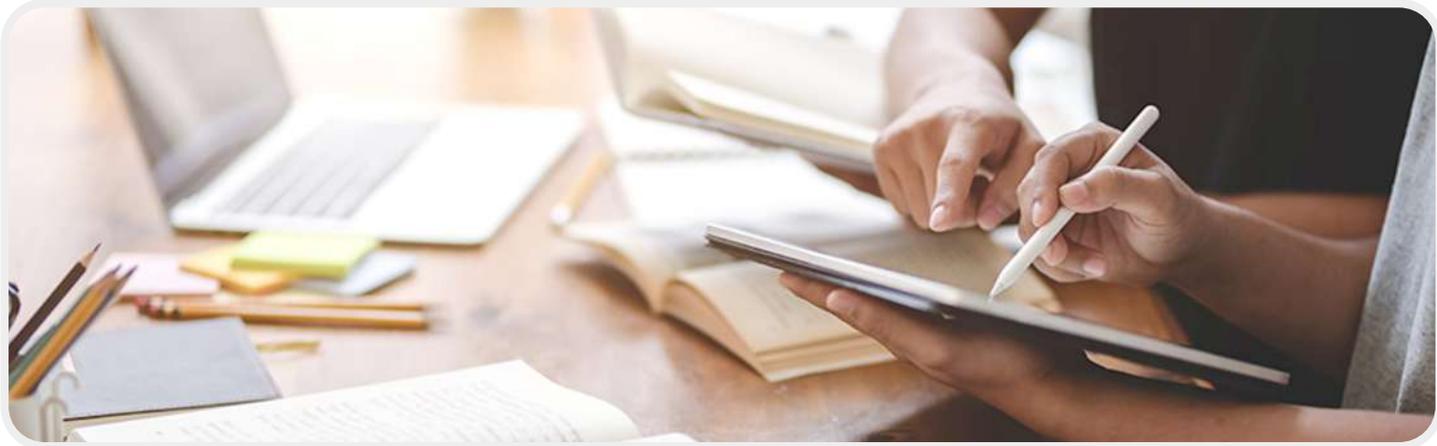
United Nations Global Compact Signatory

▶ [Supporting the initiative](#)



Sustainability Library

Sustainability Library



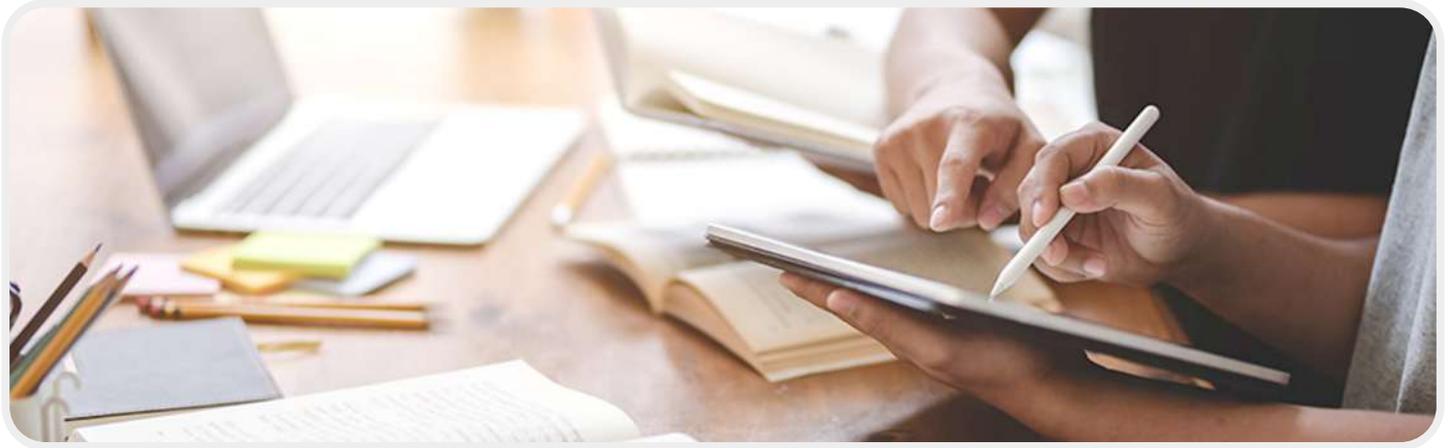
ESG Data ▶

Editorial Policy ▶

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Editorial Policy



FamilyMart Under the corporate message "FamilyMart, Where You Are One of the Family," the company is promoting sustainability activities aimed at realizing a sustainable society. This sustainability website has been published with the aim of providing timely information about FamilyMart's approach to sustainability and the activities it is undertaking at its stores to solve social issues.

Target period



March 2024 to February 2025 (some recent activities after the target period are also included)
Update date: September 2025

Scope



Environmental and Social Data: FamilyMart Co., Ltd. (including some group companies)

Reference Guidelines



- GRI (Global Reporting Initiative) "GRI Sustainability Reporting Standards" *This report refers to the GRI Standards.
- Ministry of the Environment "Environmental Reporting Guidelines (2018 Edition)"
- Japanese Standards Association "ISO26000:2010 Social Responsibility Guide"
- Task Force on Climate-related Financial Disclosures (TCFD) "Final Report: Recommendations of the Task Force on Climate-related Financial Disclosures"

Contact Information



FamilyMart Co., Ltd.

Marketing Headquarters Sustainability Promotion Department

ESG Data

Environmental aspects

Environmental Management and Compliance

Disclosure	Unit	FY2022	FY2023	FY2024	Notes
ISO14001 Certification Acquisition Rate	%	100	100	100	
Costs of environmental fines and penalties	Yen	0	0	0	
Violation of environmental laws	cases	0	0	0	

Climate Change

Disclosure	Unit	FY2022	FY2023	FY2024	Notes
Supply chain GHG (CO2) emissions	t-CO2	6,474,713	6,952,213	7,163,388	Calculated based on the MOE/METI "Basic Guidelines on Accounting for Greenhouse Gas Emissions Throughout the Supply Chain Ver. 2.7."
Scope 1	t-CO2	60,083	59,022	80,006	
Scope 2	t-CO2	1,011,496	983,749	971,209	Calculated based on market standards
Scope 3 Emissions by Category	t-CO2	5,403,134	5,909,442	6,112,173	Numbers indicate categories
1. Purchased products and services		4,874,599	4,983,817	5,181,539	
2. Capital goods		102,886	178,684	158,615	
3. Not included in Scope 1 or 2 Fuel and Energy Related Activities		162,263	154,774	153,950	
4. Transportation and distribution (upstream)		99,259	153,365	160,055	
5. Waste generated from business		156,847	156,264	153,249	
6. Business Trips		1,513	1,961	2,460	
7. Employee commuting		1,329	1,513	1,427	
8. Leased assets (upstream)		-	-	-	
9. Transportation and distribution (downstream)		-	-	-	
10. Processing of sold products		-	-	-	

11. Use of sold products		462	418	402	
12. Disposal of sold products		3,976	3,604	3,016	
13. Leased assets (downstream)		-	47,392	46,163	
14. Franchise		-	-	-	
15. Investment		-	227,650	251,297	
others		-	-	-	
GHG (CO ₂) emissions intensity	t/million yen	0.3623	0.3397	0.3464	Scope 1 and 2 added together CO ₂ emissions per sales unit
Scope 1 GHG Breakdown	CO ₂	5,258	4,745	4,276	
	CFCs	54,825	54,277	75,730	
CO ₂ emissions per store	t-CO ₂	63.9	62.4	62.4	

Waste and Recycling

Disclosure	Unit	FY2022	FY2023	FY2024	Notes
Leakage and discharge of waste liquid	t	0	0	0	
Hazardous waste emissions	t	0	0	0	
Amount of waste generated daily from stores	t	260,587	257,209	251,161	
Amount of non-recyclable waste	t	108,679	104,719	102,205	
Food waste volume	t	56,367	52,656	51,246	
Food recycling stores	stores	3,237	3,377	3,435	
Food recycling rate	%	68.5	67.8	70.5	
Plastic bag refusal rate	%	76.6	76.7	78.5	

Water

Disclosure	Unit	FY2022	FY2023	FY2024	Notes
Groundwater withdrawal	KL	81,054	96,983	99,498	Scope: Clear Water Tsunan Co., Ltd.
Drinking water sold out of water withdrawal	KL	32,350	33,624	35,315	
Discharge into rivers	KL	48,704	63,269	64,183	

Supply chain

Disclosure	Unit	FY2022	FY2023	FY2024	Notes
Number of companies responding to SAQ regarding CSR procurement	companies	34	145	208	CSR Procurement: Environment, human rights, labor, Social Responsibility Regarding Anti-Corruption, etc.
Number of supply chain audited factories	companies	14	22	25	CSR Procurement Auditors

Social Aspects

Employee※

Disclosure	Unit	FY2022	FY2023	FY2024	Notes
Number of employees (non-consolidated)	people	5,718	5,815	5,574	The number of employees is divided into full-time employees, contract employees, Includes associates and employees seconded from outside the company. Employees seconded to other companies, temporary employees, Does not include part-time or temporary workers
Men	people	4,502	4,527	4,325	
Women	people	1,216	1,288	1,249	
Ratio of women	%	21.3	22.1	22.4	
Number of employees (consolidated)	people	7,023	7,660	6,904	Employees seconded to other companies, temporary employees, Does not include part-time or temporary workers
Average age	years old	41.3	42.0	42.5	The average age is as follows: Full-time employees, contract employees, Associates and employees seconded from outside the company are included.
Men	years old	42.0	42.9	43.4	
Women	years old	38.1	39.0	39.3	
Length of service	year	11.8	12.4	13.4	
Men	year	13.0	13.7	14.8	
Women	year	7.3	7.7	8.6	
Number of temporary employees (non-consolidated)	people	3,015	3,437	2,785	
Men	people	1,269	1,490	1,192	
Women	people	1,746	1,947	1,593	

Ratio of temporary employees	%	34.5	37.1	33.3	
Number of foreign employees	people	130	128	128	
Men	people	57	58	58	
Women	people	73	70	70	
Number of people re-employed after retirement (60 years old and over)	people	111	148	144	
Ratio	%	1.9	2.5	2.6	
Number of new graduates hired	people	134	110	108	
Men	people	50	52	66	
Women	people	84	58	42	
Ratio of women	%	62.7	52.7	38.9	
Number of mid-career hires	people	34	65	31	
Men	people	24	54	23	
Women	people	10	11	8	
Ratio of women	%	29.4	16.9	25.8	
Number of employees leaving the company	people	206	154	162	Limited full-time employees, contract employees, Does not include part-time or part-time workers
Men	people	140	104	110	
Women	people	66	50	52	
Turnover rate	%	4.2	3.1	3.4	
Number of managers	people	586	619	658	Full-time employee, contract employee, external employee Includes employees on loan. Employees seconded to other companies, temporary employees, Does not include part-time or temporary workers
Men	people	557	593	628	
Women	people	29	26	30	
Ratio of women	%	4.9	4.2	4.6	

Diversity and work style reform

Disclosure	Unit	FY2022	FY2023	FY2024	Notes
Number of people with disabilities	people	148	156	147	FY2024 (June 1, 2024) Breakdown Physical: 35.1% Mental: 33.8% Intellectual: 31.1%
Employment rate of people with disabilities	%	2.51	2.87	3.19	
Number of people taking childcare leave	people	57	70	77	
Men	people	26	30	39	
Women	people	31	40	38	
Childcare leave acquisition rate	%	37.7	49.0	55.4	Denominator: Total number of employees whose children were born in the fiscal year.
Men	%	21.7	29.1	38.6	
Women	%	100	100	100	
Rate of returning to work after childcare leave	%	100	100	91.2	
Men	%	100	100	100	
Women	%	100	100	81.3	
Number of people taking childcare leave	people	576	527	553	Total of "Sukusuku Leave" (men and women) and "Leave for Spouse's Childbirth" (men). *"Sukusuku Leave": 5 days of paid childcare leave available annually until the child completes the first grade of elementary school.
Men	people	476	420	425	
Women	people	100	107	128	
Number of people taking nursing care leave	people	6	2	5	
Men	people	5	1	3	
Women	people	1	1	2	
Paid leave acquisition rate	%	66.0	65.2	65.5	
Total annual working hours	hours	2,017	2,025	2,019	
Average monthly overtime hours per person	hours	19.2	20.2	21.5	

Health and Safety

Disclosure	Unit	FY2022	FY2023	FY2024	Notes
Number of Work-Related Fatalities	people	0	0	0	
Occupational Accident Mortality Rate	%	0	0	0	
Work accident severity rate	-	0.034	0.014	0.019	
Number of work-related accidents	cases	17	21	18	
Occupational Accident Frequency Rate	-	0.88	0.98	0.98	
Number of employees taking leave due to mental health issues	people	40	52	58	
Regular health check-up attendance rate	%	100	100	100	
Smoking rate	%	29.3	28.9	28.4	

Human Resource Development and Treatment

Disclosure	Unit	FY2022	FY2023	FY2024	Notes
Number of qualified dementia supporters	people	4,044	4,119	3,946	
Training hours per person	hours	18.1	17.5	20.4	
Average annual salary	yen	6,416,239	6,773,067	7,303,029	

Gender wage gap

All workers	%	68.3	68.3	69.5	<p>The number includes components such as base salary, overtime compensation, and bonuses. However, it excludes items like retirement allowances and commuting allowances.</p> <p>○Regular workers: This category encompasses all regular employees, including those temporarily transferred outside the company. Workers temporarily transferred from outside the company are not included in this category.</p> <p>○Non-regular workers: This category encompasses fixed-term employees who have transitioned to indefinite-term roles, contract workers, and long-term part-time workers. This category does not encompass dispatched workers or short-term part-time workers.</p>
Regular workers	%	78.1	77.8	78.1	
Non-regular workers	%	70.7	73.1	77.0	

*Additional information regarding wage differences between men and women:

For regular workers, there is no distinction between men and women under the system, and when looking at regular hires, there is almost no difference between men and women up to their early 30s.

The reasons for the differences include the following:

1) The proportion of women among those in their 40s and older, who are expected to be promoted to managerial positions, is low at 15.4%, resulting in a shortage of suitable candidates for promotion.

2) Compared to women, more men are assigned to field positions for which allowances are paid.

(By utilizing a proactive childcare support system, we will systematically promote the training of next-generation managers and the assignment of field staff.)

3) Among non-regular workers, there are more part-time employees with relatively lower wages, women than men.

Supply chain

Disclosure	Unit	FY2022	FY2023	FY2024	Notes
Supplier factory audit implementation factory	factories	135	180	180	Total of JFS factory audits and third-party audits
Number of inspections of factories contracted to manufacture ready-made meals	factories	75	75	75	
Percentage of factories inspected for outsourced ready-meal manufacturing	%	100	100	100	

Contribution to society

Disclosure	Unit	FY2022	FY2023	FY2024	Notes
Social contribution activity expenditures	million yen	518	818	665	

* Employee data is calculated at the end of each fiscal year.

Governance aspects

Board of directors

Disclosure	Unit	FY2022	FY2023	FY2024	Notes
Number of times held	times	17	16	15	
Number of directors*	people	7	8	8	
Number of female directors*	people	0	0	0	
Average attendance rate for directors	%	99.2	97.6	96.4	Round to the nearest 1 decimal place

Executive Remuneration

Disclosure	Unit	FY2022	FY2023	FY2024	Notes
Total Reward	million yen	317	340	364	

Executive Officer

Disclosure	Unit	FY2022	FY2023	FY2024	Notes
Ratio of female executive officers	%	4.2	4.3	4.2	

Compliance

Disclosure	Unit	FY2022	FY2023	FY2024	Notes
Number of internal reporting and consultation inquiries	cases	129	87	115	
Compliance e-learning participation rate	%	100	100	100	
Participation rate of e-learning related to information security	%	100	100	100	Personal information protection education

*The number of directors and auditors is as of the end of each fiscal year.

Download the report

Sustainability Report 2025

This sustainability website reports on our basic approach to sustainability activities, focusing on the key issues that need to be resolved in order to realize a sustainable society, as well as the results of our initiatives, future plans, and detailed non-financial information such as ESG.

A PDF version of the "Sustainability Report 2025" is available on our sustainability website as a handy reference. It is current as of September 2025, but some information from after that date is also included. The sustainability website will be updated from time to time after September 2025.



Bulk download (14.9MB)

Past Reports

Back issues before 2024

This site contains previously published reports, such as sustainability reports for the previous fiscal year, annual reports (combined social and environmental reports), and CSR handbooks.

- [!\[\]\(0d63d06aef849ba60a36ba8f839375bd_img.jpg\) Sustainability Report 2024](#)
- [!\[\]\(d068532bd349a47b6ad8b7911e2d1d86_img.jpg\) Sustainability Report 2023](#)
- [!\[\]\(55926f5fd30e39c80804d9c97c0823fb_img.jpg\) Sustainability Report 2022](#)
- [!\[\]\(300c33eb85de49f83fb7ff40685fded9_img.jpg\) Engagement Book with Sustainability! 2022\(JP\)](#)
- [!\[\]\(610915086b07e15ab535357c807344c4_img.jpg\) Sustainability Report 2021](#)
- [!\[\]\(f6c4a54800538c9b99c6960fcdd4913d_img.jpg\) Sustainability Report 2020](#)
- [!\[\]\(ed851c889b29e888a2bea1c568735a55_img.jpg\) Sustainability Report 2019](#)
- [!\[\]\(7f554a9c857544a53e69c2289dfd8a67_img.jpg\) Sustainability Report 2018](#)
- [!\[\]\(5f2fd76d1f09ffa08e1487afe36206f2_img.jpg\) CSR Handbook 2018 \(JP\)](#)
- [!\[\]\(9c7fc5f89c30848ded6936cfe771d14d_img.jpg\) Sustainability Report 2017 \(JP\)](#)
- [!\[\]\(43ac5ee2f2854f018f10386b0ffdbdfc_img.jpg\) CSR Handbook 2017 \(JP\)](#)
- [!\[\]\(151a82b07390b0a4c9bc8721abf3568e_img.jpg\) CSR Handbook 2016 \(JP\)](#)
- [!\[\]\(9e97bb69840c497091e2153411740461_img.jpg\) CSR Report 2015 \(JP\)](#)
- [!\[\]\(0b724aa2aa6929c86f10edd9325e3a89_img.jpg\) CSR Handbook 2014 \(JP\)](#)
- [!\[\]\(4ef13db4121d644be1e65d9bf3f6d4c8_img.jpg\) Social and Environmental Report 2011 \(JP\)](#)
- [!\[\]\(86fc969878872ff20de08b1a5bacc719_img.jpg\) Social and Environmental Report 2010 \(JP\)](#)
- [!\[\]\(7220ccbb9bd2353c585198360ba35c44_img.jpg\) Social and Environmental Report 2009 \(JP\)](#)
- [!\[\]\(3e02972e5297c66f8248eef67c72c44d_img.jpg\) Social and Environmental Report 2008 \(JP\)](#)
- [!\[\]\(f0bcb91a0462b847604c012610136dc2_img.jpg\) Social and Environmental Report 2007 \(JP\)](#)
- [!\[\]\(2bb55e0d64d2e1285550f3865d9186ba_img.jpg\) Social and Environmental Report 2006 \(JP\)](#)
- [!\[\]\(6f95edf7d1d085230b05e8de3f392db4_img.jpg\) Social and Environmental Report 2005 \(JP\)](#)
- [!\[\]\(31fd0d58acbf1e22e34a54d6b15745be_img.jpg\) Social and Environmental Report 2004 \(JP\)](#)
- [!\[\]\(de471fa3381e1a143190fb45fd04f97b_img.jpg\) Environmental Report 2003 \(JP\)](#)
- [!\[\]\(a3789da205f2391dbfb03dab4d7d2b39_img.jpg\) Environmental Report 2002 \(JP\)](#)
- [!\[\]\(f2b4b813539107ae681997f029e7764f_img.jpg\) Environmental Report 2001 \(JP\)](#)
- [!\[\]\(536787cfadaa32ebc4ee7d82b6ba8806_img.jpg\) Environmental Report 2000 \(JP\)](#)
- [!\[\]\(e8668d236c9fa3f0eecabd654229669f_img.jpg\) Integrated Report 2019 \(JP\)](#)
- [!\[\]\(6f33053d69e7af5b5b2d2d768737ac00_img.jpg\) Integrated Report 2018 \(JP\)](#)
- [!\[\]\(e31b0a3bb1a74b58b089427d1df38caa_img.jpg\) Annual Report 2017 \(JP\)](#)
- [!\[\]\(f2f1d6a582c1dcee1a40a89b69fb6f1b_img.jpg\) Annual Report 2016 \(JP\)](#)
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- [!\[\]\(b635acf033a4482b9df3c1c0f5747055_img.jpg\) Annual Report 2014 \(JP\)](#)
- [!\[\]\(b473768e786b64262e5801f63bc0449d_img.jpg\) Annual Report 2013 \(JP\)](#)
- [!\[\]\(29953e8b7ad214f915b8ec0786e99759_img.jpg\) Annual Report 2012 \(JP\)](#)

GRI Content Index

Declaration of Use	FamilyMart will refer to the GRI Standards and report the information set out in this GRI Content Index for the period in question (March 2024 to August 2025).
GRI1 used	GRI1: Foundations 2021

Common Standards

■ GRI 1: Foundations 2021

■ GRI 2: General Disclosure 2021

1. Organisation and reporting practices

Disclosure 2-1	Organization details	Company Profile
Disclosure 2-2	Entities included in the organization’s sustainability reporting	Editorial Policy
Disclosure 2-3	Reporting Period, Reporting Frequency, and Contact Details	Editorial Policy
Disclosure 2-4	Correction and revision of information	None
Disclosure 2-5	External Assurance	Climate change mitigation and adaptation

2. Activities and Workers

Disclosure 2-6	Activities, Value chain, Other business relationships	Company Profile
		Learn about the convenience store business
		Product Information
		service
		Material flow at FamilyMart
Disclosure 2-7	Employee	ESG Data

3. Governance

Disclosure 2-9	Governance structure and composition	Corporate Governance Sustainability Promotion Structure
Disclosure 2-12	ImpactIn supervising management Role of the highest governance body	Support for the TCFD recommendations Sustainability Promotion Structure
Disclosure 2-13	ImpactManagement Transfer of responsibility	Support for the TCFD recommendations Sustainability Promotion Structure
Disclosure 2-17	The highest governance body Collective Knowledge	Respect for human rights

4. Strategy, Policies and Practices

Disclosure 2-22	Towards sustainable development Strategy Statement	Message from the President
Disclosure 2-23	Policy Statement	Basic Policy Promoting fair and transparent business activities Respect for human rights
Disclosure 2-24	Policy Statement Implementation	Respect for human rights
Disclosure 2-25	Negative impact Corrective Process	Respect for human rights compliance
Disclosure 2-26	Advice-seeking system and mechanisms for raising concerns	Respect for human rights
Disclosure 2-27	Regulatory Compliance	No violations
Disclosure 2-28	Membership Qualifications	Cooperation with the international community

5. Stakeholder Engagement

Disclosure 2-29	Stakeholder Engagement approach	Stakeholder Engagement
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GRI 3: Material Topics 2021

1. Guidance on determining material items

2. Disclosures regarding material topics

Disclosure 3-1	Process for determining material items	Identifying important issues
Disclosure 3-2	List of material items	Identifying important issues
Disclosure 3-3	Management of material items	<ul style="list-style-type: none"> Respect for human rights Priority Issue 1 Priority Issue 2 Priority Issue 3 Priority Issue 4 Priority Issue 5

economy

GRI 201: Economic Performance 2016

201-1	Creation, Direct economic value distributed	Performance overview for the fiscal year ending February 2025
201-2	Financial Impacts of Climate Change and Other Risks and Opportunities	Support for the TCFD recommendations

GRI 205: Anti-Corruption 2016

205-2	Regarding anti-corruption policies and procedures Communication and Training	Promoting fair and transparent business activities
205-3	Confirmed cases of corruption and Measures taken	No cases

GRI 207: Taxes 2019

207-1	Approach to Taxation	Compliance
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Environment

GRI 301: Raw Materials 2016

301-2	Recycled materials used	Sustainable resource use and prevention of environmental pollution
301-3	Recycled products and packaging	Sustainable resource use and prevention of environmental pollution

GRI 302: Energy 2016

302-3	Energy consumption rate	Climate change mitigation and adaptation ESG Data
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GRI 303: Water and Wastewater 2018

303-3	Water Intake	ESG Data
303-4	Drainage	ESG Data
303-5	Water consumption	ESG Data

GRI 305: Air Emissions 2016

305-1	Direct Greenhouse Gases (GHG) Emissions (Scope 1)	ESG Data Famima Eco Vision 2050
305-2	Indirect Greenhouse Gases (GHG) Emissions (Scope 2)	ESG Data Famima Eco Vision 2050
305-3	Other indirect greenhouse gases (GHGs) Emissions (Scope 3)	ESG Data
305-4	Greenhouse Gases (GHG) Emissions intensity	ESG Data
305-5	Greenhouse Gases (GHG) Reducing emissions	ESG Data Famima Eco Vision 2050

GRI 306: Waste 2020

306-3	Generated waste	ESG Data
306-5	Disposed waste	ESG Data

GRI 308: Supplier Environmental Assessment 2016

308-2	In the supply chain Negative environmental impacts Measures taken	Responsible Supply Chain Management Structure / Promoting sustainable raw materials procurement ESG Data
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society

GRI 401: Employment 2016

401-1	Employee hiring and turnover	ESG Data
401-2	Paid to full-time employees, Allowances not provided to non-regular employees	Healthy and comfortable working environment
401-3	Parental leave	ESG Data

GRI 403: Occupational Safety and Health 2018

403-1	Occupational Safety and Health Management System	Healthy and comfortable working environment
403-2	Identification of hazards, Risk assessment, accident investigation	Healthy and comfortable working environment
403-4	Worker participation in occupational safety and health; Consultation and communication	Healthy and comfortable working environment
403-6	Improving worker health	Healthy and comfortable working environment
403-9	Work-Related Injuries	ESG Data
403-10	Work-related illness and ill health	ESG Data

GRI 404: Training and Education 2016

404-1	Per employeeAverage training hours per year	ESG Data
404-2	Employee Skills Improvement Programs and Transition Assistance Programs	Human Resource Development Initiatives

GRI 405: Diversity and Equal Opportunity 2016

405-1	Governance bodies andEmployee Diversity	ESG Data
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GRI 412: Human Rights Assessment 2016

412-2	Human rights policies and proceduresEmployee training	Respect for human rights
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GRI 413: Local Communities 2016

413-1	Engagement with local communities, Businesses that have implemented impact evaluations and development programs	Development and revitalization of local communities Social Initiatives
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GRI 414: Supplier Social Assessment 2016

414-2	Negative social impacts in the supply chain Measures taken	Responsible Supply Chain Management Structure / Promoting sustainable raw materials procurement ESG Data
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GRI 416: Customer Health and Safety 2016

416-2	Cases of non-compliance regarding the health and safety impact of products and services	June 25, 2025 Apologies and Notice Regarding Products
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GRI 417: Marketing and Labelling 2016

417-1	Product and Service Information and Labeling Requirements	Safe and secure products /Responsibility for the Service
417-2	Product and Service Information and Labeling Violation Cases	April 18, 2025 Apologies and Notice Regarding Products