

## Thorough risk management and compliance / Respect for human rights

### Initiatives to Prevent Corruption

As a corporate participant in the United Nations Global Compact, we have made a clear statement that we are working to prevent corruption in all forms, including coercion and bribery, in line with the basic policy, action guidelines, and code of conduct that we established to comprehensively regulate ethics and legal compliance.

Specifically, we take thorough steps to ensure that we never commit acts deviating from ordinary business customs (e.g., we do not engage in bribery related to the giving and receiving of gifts and entertainment); we comply with relevant laws and ordinances relating to doing business with public agencies and making political donations; and we do not give money, entertainment, accommodations, or other benefits to public employees or private-sector officers and employees, in Japan or overseas, with the intention of receiving improper benefits.

### Respect for Human Rights

As a corporate participant in the United Nations Global Compact, we support international norms on human rights, including the International Bill of Human Rights, the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work, the United Nations Guiding Principles on Business and Human Rights (the Ruggie Principles), and OECD Guidelines for Multinational Enterprises, and promote initiatives for respecting human rights. Our Sustainability Policy, likewise, clearly states our corporate commitment to respecting people and their rights regardless of race, nationality, religion, gender, etc.; promoting business activities that provide job satisfaction and enable all of the people involved in the business to be successful; and working against inhumane labor practices, including through compliance with laws and ordinances concerning child labor, forced labor, excess labor, and minimum wage. Specifically, we confirm employees' ages at the time of hiring, follow the Guide for Hiring Non-Japanese Staff when hiring foreign employees, and educate everyone in the Group concerning consideration for human rights.

In an effort to promote respect for human rights throughout our supply chains, we have established our Sustainability

Procurement Principles and Supply Chain CSR Code of Conduct, and demand that suppliers respect human rights and not be complicit in human rights violations.

We also plan to establish a policy on human rights, identify human rights risks in our business activities, and perform due diligence in order to increase the effectiveness of our human-rights initiatives.

### Break Off Relations with Antisocial Forces

To further the aim of eliminating antisocial forces and severing their ties to the community, we have declared, internally and externally, that we will not associate with antisocial forces, and are acting accordingly. We are also stepping up our cooperation with the police, attorneys, and other external organizations as well as industry groups and local communities to respond as an organization.

### Information Security

We have developed information systems with our franchised stores, business partners, and Group companies in the course of doing business. We also collect and retain customers' personal information during business processes. Recognizing all of the information that we handle as an important management resource for us, as well as a valuable information resource for our customers and society, we position information system resource risk management as a key part of our management strategy.

In order to avoid the risks associated with unauthorized access or use of information system resources and leaks, losses, or damages to the information system, and to prevent company harm resulting from unauthorized activity with information system resources, we have established an Information Security Management Regulation and Information System Handling Regulation and are continually improving and strengthening information security management operations.

We also periodically provide e-learning to all employees in order to increase their literacy on information asset management, and internally share case studies on information security violations in an effort to raise awareness.

Our offices are only accessible to employees of FamilyMart and its Group companies who are authorized to handle confidential and personal information, and office access is rigidly controlled. Companies to which we outsource also undergo site audits once every two years. These efforts have helped us build a more solid security system.

### Information Security Promotion System

Any leaks of personal information, information system failures, or malicious use of systems could interfere with the conduct of business, potentially impacting the Group's business, earnings, and financial standing.

Under the direction of our chief information security officer, the CIO, we have built a strong information security management system and established organizational, human, physical, and technological safety management measures that are generally considered very reliable.

#### Information Security Promotion System

