

## Material Issue 2

# Contributing to the development of vibrant local communities as social and living infrastructure

As members of their local communities, our stores build close relationships with local communities that allow them to play a role in building better communities that everyone from children to the elderly can feel good about living in. They also complement the functions of local governments and continue to be an indispensable force in communities, whether in normal times or times of emergency.



FamilyMart  
Number of comprehensive  
partnership  
agreements has concluded  
with local governments

45 prefectures, 6 cities



FamilyMart  
Temporary refuge  
(women, children, the elderly)

More  
than 7,135 cases



UNY  
Dementia supporters

About 4,000



## Development and revitalization of local communities

### Community gatherings

#### FamilyMart



Eat-in space used as a place for community gatherings

Eat-in spaces in FamilyMart stores are also used as places for community members to strengthen their connections with each other. People use these spaces for things beyond just eating and drinking the products they purchased. They use them as break areas during the workday at stores in business districts, as community spaces for family and friends to have pleasant conversations with each other at stores in residential areas and on the roadside, and people also use them for events put on by local NPOs, school clubs, and other organizations. There are approximately 6,014 stores (as of October 31, 2017) nationwide that feature eat-in spaces.

### Helping to stimulate local economies through terraced rice field rehabilitation

With the conclusion of a comprehensive cooperation agreement with Yamanashi Prefecture, in fiscal year 2011 FamilyMart began supporting efforts to rehabilitate abandoned farmlands in the Kami-Obina region in Kofu, Yamanashi. Since its conclusion of the "Comprehensive Agreement on the Corporate Plantation Development Promotion Project" with the Obina, Kofu Region Revitalization Promotion Council, FamilyMart has working with community members to cultivate rice and other activities as efforts to revitalize the region through terraced rice field rehabilitation.



FamilyMart staff harvesting rice

#### UNY

UNY aims to give every one of its customers a safe and pleasant experience when shopping, regardless of customer age, gender, or disability. To this end, we have been actively implementing universal design based on the concept of normalization, and have been working to build stores that will serve as spaces for community members together and communicate.

We are putting in stepless entryways, priority elevators, and "Thoughtful parking lots" to ensure stress-free shopping

experiences for customers who need assistance, including those with visually impaired persons and those using wheelchairs or strollers. We are also taking steps to help customers shopping with small children. These include building "Baby break rooms" featuring play spaces made with soft materials and areas to nurse and change diapers with peace of mind, as well as installing toilet fixtures exclusively for children to help with potty training.



Thoughtful parking lots



Baby break rooms



Child toilets

### "Forest of City Residents' Campaign against Plastic Shopping Bags" activities in Ogaki

At Aquawalk Ogaki (in Ogaki, Gifu Prefecture), UNY collaborated with the Ogaki City Citizens Council for the Environment to create the Forest of Citizens Campaign against Plastic Shopping Bags," which won the Minister of the Environment Award at the Fragrance of Green Urban Development Contest put on by the Ministry of the Environment. Areas adjoining UNY stores were redeveloped into parks of fragrant greenery, and city volunteers work as "Green Supporters" to manage the parks' trees and flowers. These areas are now fondly used as community spaces.



Green Supporters



# Development and revitalization of local communities

## Efforts to ensure peace of mind among the elderly

FamilyMart UNY Group is taking steps to build stress-free communities for the elderly.

### Dementia Supporters

#### FamilyMart

With the goal of achieving a society in which the elderly can thrive stress-free in the communities with which they've become familiar, FamilyMart store managers, store staff, and head office employees take the Dementia Supporter training courses provided by organization such as local governments, the Japan Franchise Association, and store manager assemblies in local areas. By working with dementia and their family members and by making efforts to build systems of support, we are looking out for the elderly as a member of the community.



Dementia Supporter training course participants in Nagano Prefecture

#### UNY

As a means to ensure customers with dementia can shop stress-free, we are working to get our store certified as Dementia Shopping Safety Net Stores according to UNY standards. At certified stores, managers and employees who have received training from NPOs as dementia supporters greet and look out for customers with dementia. Some 4,000 staff at 58 stores have taken dementia supporter training and become dementia supporters.



UNY employees wearing a dementia supporter badge



Dementia supporter sticker (at a store entrance)

### Support for the Program to Support the Voluntary Return of Driver's Licenses for the elderly

#### FamilyMart

Amid a rising number of traffic accidents by elderly drivers, FamilyMart is lending a hand to the Program to Support the Voluntary Return of Drivers Licenses for the elderly. In Kagawa, Aichi, and Kochi prefectures, we are giving out QUO (prepaid) cards, which can be used at FamilyMart, Circle K and Sunkus, and other stores, to people 65 and over return their licenses. And in Tokyo, we are giving out vouchers for Takuhai Cook 123, a boxed lunch delivery service provided by our group company SENIOR LIFE CREATE Co., Ltd.



Takuhai Cook 123

### Services for the elderly

#### FamilyMart

The Takuhai Cook 123 service provides nutritionally balanced meals, with menu choices that change every day. The service offers a range of boxed lunch options tailored to the health conditions and needs of each customer. Along with standard meals, these options include low-sodium meals, meals for those on dialysis, and meals with easily chewed foods. When making deliveries, service staff also perform "safety checks" that allow them to gauge the physical health of customers. By looking out for the elderly, staff contribute to building communities where the elderly can live without worry.



Home delivery of a boxed lunch

#### UNY

UNY operates an online supermarket for customers who are unable to or who do not have the time to go shopping at a store. Along with Internet orders, we also take orders over phone and fax to make the service easy to use for even customers who do not have Internet access or who are not familiar with how to use a PC or smartphone. And to promote recycling, we collect containers and packaging that have been used by our customers when delivering products. Through these efforts, we are working to improve the convenience of everyday living and help those unable to shop, while at the same time acting in regard for the environment.

### Senior Citizen Franchisee System

#### FamilyMart

In February 2016, we launched the Senior Citizen Franchisee System in an effort to promote more FamilyMart store management among those aged 61 to 70. The franchisee signs a contract for 5 years and can therefore manage stores up until the age of 75. This effort helps improve seniors' motivation and health by making the most of their knowledge, skills, and passion for work.



Senior Citizen Franchisee System poster

### Safety Station activities

#### FamilyMart

As a member of the Japan Franchise Association, FamilyMart takes part in efforts Safety Station activities, which seek to protect safety in local regions. Activities conducted by convenience stores throughout the country are done in coordination with members of the community, local governments, and governmental agencies. These efforts are aimed at providing shopping assistance to seniors and those with disabilities, as well as to build better environments for young people. These activities involve conducting everyday measures to prevent theft, prepare for disasters, and ensure safety, as well as providing temporary refuge to individuals that include women, children, and those with dementia. Stores are run with roots established in the community, with staff actively engaged in things like prohibiting the sale of cigarettes and alcohol to minors and encouraging late-night visitors to return home.



Safety Station poster



# Disaster countermeasures and support for disaster-

## Safe and reliable community development

### FamilyMart

#### Coordination with local governments (to conclude comprehensive agreements, disaster relief agreements, and watch over agreements)

To promote safe and reliable urban development, FamilyMart has concluded agreements ranging from "comprehensive agreements" to "agreements to provide material support in the event of disaster," "agreements to provide support to people unable to return home," and "watch over agreements (for seniors, etc.)" with prefectures as well as municipalities and other organizations. Through these agreements, FamilyMart plays a role as social and living infrastructure in emergency situations.

Comprehensive agreements	45 prefectures, 6 cities	As an important lifeline for local communities, FamilyMart collaborates on activities concerning childcare, support for seniors, tourism, regional revitalization, and the environment.
Agreements to provide material support in the event of disaster	46 prefectures, 28 cities, 13 groups	FamilyMart procures and provides all emergency supplies that it can in accordance with requests from local governments and other organizations during disasters.
Agreements to help people unable to return home in the event of disaster	41 prefectures, 10 cities	When disasters occur, FamilyMart lets those walking home use store bathrooms, gives them tapwater, and provides disaster information from radio, etc.
Agreements to collaborate in keeping watch over seniors	5 prefectures and municipalities	FamilyMart conducts activities to ensure seniors and other vulnerable citizens in the region enjoy safe, worry-free lives without meeting with criminals or accidents. These activities include early discovery of seniors gone missing due to dementia and other conditions, providing support for their protection, and providing immediate notification when any unusual events are found.

### Awards given for regional efforts to watch over and prevent scams

On October 17, 2017, an attempt was made to defraud seniors with a scam involving the fraudulent purchasing of prepaid cards. No harm was done thanks to quick thinking on the part of the staff at the Higashiura Kuruma store in Hyogo Prefecture, who was speaking with a customer when the staff noticed suspicious activity. She was later given a letter of appreciation by the Awaji Police Department. FamilyMart will continue to look out for the safety and reliability of local communities in the course of operating in stores.



Higashiura Kuruma store, accepting the award

### UNY

In addition to conducting our own disaster readiness training at UNY stores, we have the NPO Rescue Stock Yard conduct its "Aso-Bousai Festival" interactive events at our stores. By letting participants learn how to prepare for disasters and protect their own lives, the event serves as a concerted region wide effort to prepare for disasters through collaboration with local governments and city volunteers.



Aso-Bousai Festival (Hill's Walk Tokushige Gardens)



There is no power, so let's make our own



Soup kitchen training (Leaf Walk Inazawa)

# affected areas

## Serving as social and living infrastructure during disasters

### FamilyMart

### UNY

Both FamilyMart and UNY have been appointed as "Designated Public Institution" by the Prime Minister in accordance with Article 2, item (v) of the Basic Act on Disaster Control Measures. Designated public institutions play important roles in efforts such as drafting disaster management operation plans, preventing disasters, and carrying out response measures and recovery efforts.

When disaster strikes, FamilyMart leverages its extensive nationwide logistics network to offer its coordinated transport capabilities to those in

need and provide emergency relief supplies. A portion of UNY's largest stores make themselves available as evacuation sites for local residents and perform functions that include providing "kamado benches" usable as soup kitchens and stools with built-in toilets in times of emergency. In addition, both FamilyMart and UNY have systems in place for the disaster recovery stage: steps have been taken to ensure normal business operations can be immediately resumed, and preparations are made throughout the Group to prepare for large disasters.



Store operations immediately after a disaster



Bench with built-in stove (UNY)



Disaster relief toilet (UNY)

## Donations of disaster relief money (2017 Northern Kyushu Torrential Rain Disaster Relief Money)

Record-breaking torrential rains caused catastrophic damage in Northern Kyushu on July 5 and 6, 2017.

To help as quickly as possible with recovery and reconstruction efforts, FamilyMart UNY Holdings launched a fund and collected donations at FamilyMart, Circle K and Sunkus, UNY stores, and other stores throughout Japan from July 8 through July 22.

The stores raised a total of ¥41,383,739 over a roughly two-week period. On August 18, ¥33,106,991 was donated to Fukuoka Prefecture and ¥8,276,748 was donated to Oita Prefecture.



Mr. Ogawa, General Manager of FamilyMart Kyushu's 2nd District (right) handing the list of donors to Governor Ogawa of Fukuoka Prefecture (left)

Mr. Kusaba General Manager of FamilyMart Kyushu's 1st District (right) handing the list of donors to Mr. Hirose, Director of Oita Prefecture's Planning Promotion Department (left)



### FamilyMart

## FamilyMart participates in the Social Emergency Management Alliance (SEMA), Japan's first such initiative led by a corporation

FamilyMart participated in the Social Emergency Management Alliance (SEMA) in August 2017. Made up of 17 private firms and 6 NPOs providing disaster relief, the alliance provides a full range of support that includes providing the goods and services of each company in the event of large-scale natural disasters that occur in Japan. The alliance maintains a current list of the goods and services of each member company and group, and the list is used by each company to prepare support packages and quickly provide them to affected regions. The alliance also seamlessly coordinates with public agencies with the goal of reducing the burden on local governments in affected regions. Leveraging the logistics, information, and other networks that connect all its stores nationwide, FamilyMart proactively supports affected areas as part of efforts to fulfill its responsibility as "social and living infrastructure."

### SEMA overview





# Supporting the development of the next generation

To support the development of the children who will be our future, stores and employees across the country are working together with local communities to help build a better society for posterity to inherit.

## “Thank You Letter Contest”

### FamilyMart

For the sake of the children who will inherit this world, FamilyMart stores and employees across the nation are working with local communities to boost the vitality of and strengthen connections with communities. One of these efforts has been the “Thank You Letter Contest.” The contest has been held since 2009 in hopes of teaching elementary school children nationwide the importance of expressing through letters and words the many things that they are thankful for. The contest is held through the support of organizations such as the Japan Federation of Primary School Principals Association and the Japan Municipal Education Committee Federation.

A total of roughly 290,000 submissions have been received across the nine contests so far held. The submissions are also used as part



of school curriculum, an example of which is their inclusion in the textbook on moral education (2018 edition). FamilyMart employees conduct awards ceremonies at schools attended by the students who win the Best Achievement Award, and the winning submissions are displayed on in-store posters and talked about on in-store public address systems. FamilyMart stores actively seek submissions from nearby schools and then do things like display the pieces inside stores. Through these efforts, FamilyMart works to get kids engaged in the community and provide spaces to show off their achievements.



Best Work (for the Chugoku/Shikoku block, lower grades division, 2016)



Chugoku District General Manager Kake granting an award to the award winner



Moral education textbook containing past award-winning works

## Bell Mark activities

### FamilyMart

FamilyMart endorses the mission of the Bell Mark activities, “allowing all children alike to receive an education in an excellent environment,” and was the first—and is currently the only—convenience store selling rice balls with the Bell Mark. FamilyMart has set up Bell Mark donation collection boxes at each of its stores and gives part of the donations to nearby elementary schools. The remaining donations, along with Bell Mark donations collected at the head office, contracted food production plants, and other sites, are donated to elementary schools that have been affected by natural disasters such as the Great East Japan Earthquake and Kumamoto Earthquake.

Bell Mark donations are used to purchase educational

equipment and supplies for and otherwise improve the learning environments at each school.



Rice balls for sale and a Bell Mark collection box

### UNY

Since 2012, the year following the Great East Japan Earthquake, UNY employees have been working with UNY customers to collect Bell Mark donations at UNY stores and the head office and use the proceeds to provide stationary to children in disaster-affected areas. 650,000 Bell Mark points were collected and donated to disaster-affected areas in fiscal year 2016.

## Dietary education efforts at UNY stores

### UNY

With an eye to getting children interested in food and providing an opportunity to discover and experience the joys of healthy eating, UNY is conducting dietary education activities under the motto “Delicious and fun.”

UNY stores host family cooking classes using “Yukenton,”

a Group brand of pork, and conduct “365 Kitchen” sessions that teach how to cook delicious, simple-to-make, and healthy dishes. They also provide dietary education in collaboration with students, companies, and producers.

### ◆UNY's philosophy on dietary education

By providing food products and information about food, we share with our customers in the community the importance and joys of food.

### ◆UNY's policy on dietary education

- 1 Nurturing the sense of taste by providing fresh and delicious ingredients.
- 2 Nurturing the body by understanding about food nutrients and their functions.
- 3 Nurturing minds that appreciate food by exploring where ingredients come from.
- 4 Developing the ability to cook dishes that make the most of ingredients' natural flavors and characteristics.
- 5 Striving to provide ingredients that are safe and reliable to eat by selecting products made via sensible methods.

### ◆“Yukenton” dietary education event

Through this event, we conduct family cooking classes using “Yukenton,” original pork brand from Apita and Piago. Buyers also attend the event, which provides an opportunity to share the Group's commitment to quality for UNY's private brands and original products, as well as the efforts we are making concerning safety and reliability.

### ◆365 Kitchen

We make daily recommendations for delicious, simple-to-make, and healthy dishes to resolve any food-related worries our customers may have. Whether about ingredients, nutrition, or how to cook something, participants are encouraged to ask any questions they may have related to food.

### ◆Dietary education efforts in conjunction with producers

For customers to feel closer to the fruits and vegetables they find at our stores, we believe it is important to have them interact with crop producers, from cultivation to harvesting.



“Yukenton” dietary education event



Interaction between customers and producers

## Donation collection activities

### UNY

With money collected from the “1-yen Coins of Love” donation collection boxes, we have made continuous donations to social welfare councils in areas where we have stores. And, through drives conducted at our stores, we have engaged in regular fund-raising activities for refugees around the world and children in developing countries. As a company dealing in food products, we are also working to support underfed and malnourished children by donating to the Japan Association for the World Food Programme donations we collect through One Coin fundraising efforts conducted at UNY employee cafeterias.



1yen Coins of Love donation box



One Coin donation collection in the employee cafeteria



# Working together with NGOs / NPOs and harmonious

## Support for NGO / NPO activities through Connecting Dreams Foundation Donation

### FamilyMart

The FamilyMart Connecting Dreams Foundation Donation name comes from the concept of "playing a role as a bridge between customers and the NGOs / NPOs that work to better society." To each organization, FamilyMart donates what it collects as well as a matching donation. This fund becomes the Disaster Relief Fund when major disasters occur, with proceeds allocated

to providing support to disaster-affected areas. Since 1993, when we became the first convenience store company to set up donation boxes in stores, we have collected donations totaling ¥5,420,041,391. This is an example of how we use our stores as donation collection sites to help improve local communities.



\*Matching donation: Donations made by a company or other organization of a certain percentage of the total donations collected.

## Serving as a Japan-U.S. bridge for future generations

Through donations made to the U.S.-Japan Council's TOMODACHI Initiative, we provide support for programs aimed at giving young people the international perspective needed for global success. The program targets female high school students in Fukushima prefecture, which was affected by the Great East Japan Earthquake.



3 female employees participating in the program

## Joint project conducted by FamilyMart and Save the Children Japan

In 2013 FamilyMart concluded the Global Partnership Program Agreement with Save the Children Japan. Using proceeds from the FamilyMart Global Children's Fund, which is exclusively for child disaster prevention and mitigation, FamilyMart works with Save the Children Japan to engage in disaster prevention and mitigation activities for children in countries and regions such as Thailand, Vietnam, and Indonesia, where FamilyMart has stores.



Swimming classes to prevent water accidents (Thailand)



Firefighting drills to prepare for disaster (Indonesia)

# coexistence with local communities

## Activities as a partner of the World Food Programme's Corporate Program

In solidarity with the activities of the Japan Association for the World Food Programme that seek to stamp out hunger around the world, FamilyMart has provided support to the organization since 2006.

Additionally, FamilyMart is involved in the World Food Programme's Corporate Program as a partner and plays a public role in society working alongside the organization.

Since 2016, we have donated a portion of the proceeds from the "FamilyMart Connecting Dreams Foundation Donation" to a school feeding program run by the national government of Myanmar.



### Myanmar School Feeding Program

Due to inadequate economic development, roughly 15% of Myanmar's population is under nourished. It has been said that this is stunting the growth of some 35% of children under five. By supporting the Myanmar's School Feeding Program and providing preschoolers and elementary schoolers with a 75 g daily supply of nutrient-enriched biscuits, FamilyMart is working to improve nutrition and education in the country.

Program name	Myanmar School Feeding Program
Purpose	Supply preschoolers and elementary schoolers with 75 g of nutrient-enriched biscuits
FY 2016 Results	Provided school food for 1,830,479 children



Supplying nutrient-enriched biscuits (Myanmar)

## Activities in collaboration with local NGOs / NPOs

### UNY

With the aim of making its stores into "communication centers" depend on by local communities, UNY is working with community members as well as NPOs and corporate volunteers to contribute to communities and society at large.

UNY lent its support to an event conducted jointly by the NPO Wheelchairs and Friendship Center of Asia (WAFCA), and Aioi Nissay Dowa Insurance Co., Ltd. at UNY stores. The event helped people with disabilities to stand on their own through activities aimed at increasing the prevalence of wheelchairs. In solidarity with the Smile Operation campaign conducted by the Médecins du Monde, an NGO that provides humanitarian assistance by dispatching medical volunteers to countries around the world, UNY hosted campaign events at 24 of its stores. 641 employees took part in the Smile Operation campaign, sending out messages to children in developing countries suffering from things such as congenital afflictions and injuries from battle and helping to raise ¥1.4 million in donations from customers.

And, in support of fund-raising activities led by UNHCR (United Nations High Commissioner for Refugees), UNY lent a hand processing bank transfers of donations totaling ¥4.72 million received from 183 people at 10 stores.



WAFCA wheelchair support activities

## Contribution to society through clothing collection

UNY works with NPOs and volunteers from local companies to collect clothing that our customers decide they no longer need. The clothing collected is sent to Asia, Africa, and South America through the NPO Japan Relief Clothing Center and Nippon Express.

We also collect clothing customers no longer need at our

stores and recycle them into materials for automobile interiors. Customers who bring in clothing receive "eco shopping cards" that they can use as coupons, and UNY donates 1% of each coupon's value towards disaster relief and greening efforts. We donated ¥1.57 million in fiscal year 2016.