

# Group principles / Group Code of Conduct / Sustainability Policy

The Group Principle of FamilyMart UNY Holdings uses the phrase “Everyday Fun and Fresh” to express its wish to “make our customers’ lives fun and fresh every day” as a retailing business rooted in the local community, starting with its stores.

Therefore we have established the Group Code of Conduct as a guideline for continuing to be a familiar presence to customers so that the entire group can realize our wish.

## Group principles

**“Everyday Fun and Fresh.”**

By continuously creating new value for our customers, we help make their lives more fun and fresh every day.

Valuing people as individuals, we aim to be a familiar and trusted presence in their lives.

## Group Code of Conduct

<b>Attitude toward customers</b>	We continuously create new value from the perspectives of our customers, and ensure their lives are secure through by thoroughly implementing quality control.
<b>Ethics and Compliance</b>	We must comply with all domestic and overseas laws and regulations in the places where we conduct corporate activities as well as we continue to behave in good conscience based on high ethical standards.
<b>Mutual development with partners</b>	Through business relationships that are in accordance with fair rules and business activities founded on the spirit of mutual development (CO-GROWING) we build relationships of trust with franchisees and business partners and realized sustained growth together.
<b>Sound business management</b>	We carry out proper organizational operation, and always keep in mind active and fair disclosure of company information in order to carry out sound business management.
<b>Creating an ideal workplace environment</b>	We respect the individual character, human rights, and diversity of each individual employee without any discrimination based on race, nationality, religion, or gender, and will endeavor daily to maintain and develop an open workplace environment that values ambition and rich creativity.
<b>Appropriate information management</b>	We strictly manage the personal information and confidential information learned through business activities and comply with and respect the rights of third parties.
<b>Environmental awareness</b>	We work on a variety of activities focused on global environment and endeavor to realize a sustainable society.
<b>Contribution to local communities</b>	We are aware of our responsibility as a good partner of local communities and contribute to their development and building of a safe living environment.
<b>Non-association with criminal elements</b>	We do not associate at all with criminal elements and groups that threaten social order or safety.

## Background and intention of establishment of the Sustainability Policy

FamilyMart UNY Group intends to contribute to a better life for people in the regions and develop together with local communities through its business, starting with the stores. In order for the group to contribute to the realization of a sustainable society, we must continue to support the sustainable development of local communities through our main business, and we ourselves must continue to grow as a sustainable company group.

Our responsibility and role as providers of social and lifestyle infrastructure are extremely important, it is important that we continue to be faithful and trusted as a member of the local

community, and we bear the large responsibility of fulfilling the expectations of our customers. Aiming for the realization of the Group Principle, we established the Sustainability Policy for FamilyMart UNY Holdings in order to have a uniform perception across the CVS and GMS business formats as we continue building stores that are used by our customers every day.

When establishing the policy we referred to the international guideline standards ISO 26000. We understand “organizational governance” to mean the group and have incorporated this in the preamble, and the composition of the policy takes into account the other six core subjects.

## Sustainability Policy

Based on the Group Principle of “Everyday Fun and Fresh” we at FamilyMart UNY Group 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 aims, we work together with all of our stakeholders to aim for the formation of a sustainable society and we advocate the following 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, nationality, religion, gender, 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 1, 2017