JFR Sustainability Management

Stakeholder Engagement

The Group deepens relations of trust through active information disclosure and mutual communication and promotes sustainability management to realize the Well-Being Life of all stakeholders.

Top Message What JFR Thinks about Well-Being Life Message from Sustainability Officer Identification and Expansion of Materiality Issues Sustainability Policy What Major Operating Companies Think about Sustainability Management  $\rightarrow$  Stakeholder Engagement



Stakeholder	Major ways of dialogue/communication
Customers We will provide genuine satisfaction captivating customers by offering new value.	<ul> <li>Daily sales activities</li> <li>Customer questionnaires</li> <li>Inquiries to Customer Service Office</li> </ul>
Shareholders We will increase corporate value over the long term through highly profitable and highly efficient management.	<ul> <li>Annual Shareholders Meetings</li> <li>Results presentations for institutional investors and analysts</li> <li>ESG presentations</li> <li>Integrated Reports, Sustainability Reports</li> <li>IR website</li> </ul>
Suppliers We will build relations of trust by working hard together and aim to grow together.	<ul> <li>Meetings to explain the Principles of Action for Suppliers</li> <li>Daily communication with suppliers</li> <li>Semiannual meetings with suppliers</li> </ul>
Employees We will realize workplaces in which employees' performance and contribution are fairly evaluated and they can realize their exhibition of ability and growth and have job satisfaction.	<ul> <li>Employee training</li> <li>Employee questionnaires</li> <li>Internal portal site, internal SNS</li> <li>Labor-management consultation</li> <li>JFR Group Compliance Hotline (including workers from suppliers in our stores)</li> <li>Harassment Consultation Desk</li> </ul>
Local communities We will contribute to community development and promote environment-friendly business activities as a good corporate citizen.	<ul> <li>Social contribution activities for local communities</li> <li>Collaboration with local communities such as local malls and local companies</li> </ul>
NGOs/NPOs We will deeply understand the demand from society through dialogue and collaboration and strive to solve global environmental issues and social issues through business activities.	<ul> <li>Awareness-raising events</li> <li>Fund-raising activities</li> <li>Food drive activities</li> </ul>
National/local governments We will participate in government organizations related to our business and exchange opinions, and at the same time, cooperate with local governments in solving social issues.	<ul> <li>Local comprehensive partnership agreement</li> <li>Participation in industry groups</li> <li>Provision of opinions to governments through industry groups</li> </ul>
Educational institutions We will mutually collaborate in the fields including culture, industry, education and academia and contribute to community development and human resource development.	<ul> <li>Comprehensive partnership agreement</li> <li>Industry-academia joint projects</li> <li>Education support for future generations, collaboration with educational institutions</li> </ul>