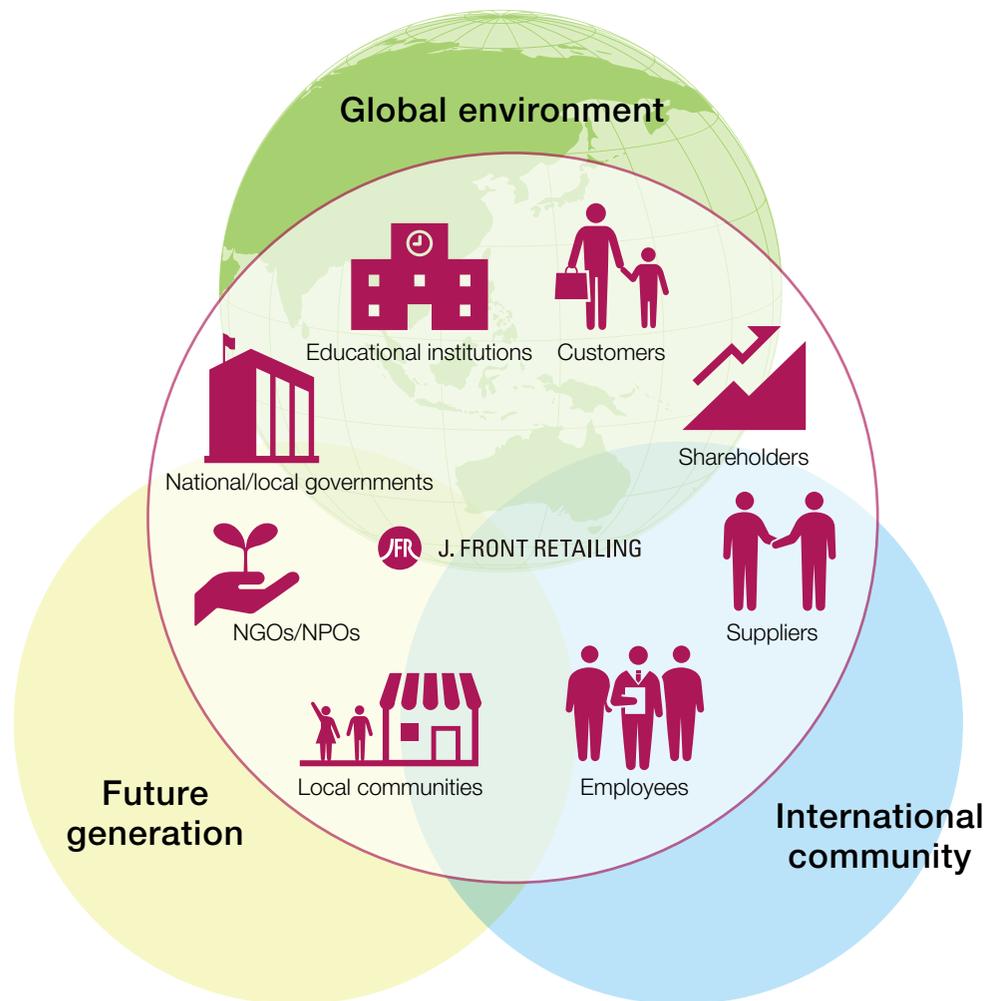


Stakeholder Engagement

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



Stakeholder	Major ways of dialogue/communication
<p>Customers</p> <p>We will provide genuine satisfaction captivating customers by offering new value.</p>	<ul style="list-style-type: none"> ● Daily sales activities ● Customer questionnaires ● Inquiries to Customer Service Office
<p>Shareholders</p> <p>We will increase corporate value over the long term through highly profitable and highly efficient management.</p>	<ul style="list-style-type: none"> ● Annual Shareholders Meetings ● Results presentations for institutional investors and analysts ● ESG presentations ● Integrated Reports, Sustainability Reports ● IR website
<p>Suppliers</p> <p>We will build relations of trust by working hard together and aim to grow together.</p>	<ul style="list-style-type: none"> ● Meetings to explain the Principles of Action for Suppliers ● Daily communication with suppliers ● Semiannual meetings with suppliers
<p>Employees</p> <p>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.</p>	<ul style="list-style-type: none"> ● Employee training ● Employee questionnaires ● Internal portal site, internal social media ● Labor-management consultation ● JFR Group Compliance Hotline (including workers from suppliers in our stores) ● Harassment Consultation Desk
<p>Local communities</p> <p>We will contribute to community development and promote environment-friendly business activities as a good corporate citizen.</p>	<ul style="list-style-type: none"> ● Social contribution activities for local communities ● Collaboration with local communities such as local malls and local companies
<p>NGOs/NPOs</p> <p>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.</p>	<ul style="list-style-type: none"> ● Awareness-raising events ● Fund-raising activities ● Food drive activities
<p>National/local governments</p> <p>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.</p>	<ul style="list-style-type: none"> ● Local comprehensive partnership agreement ● Participation in industry groups ● Provision of opinions to governments through industry groups
<p>Educational institutions</p> <p>We will mutually collaborate in the fields including culture, industry, education and academia and contribute to community development and human resource development.</p>	<ul style="list-style-type: none"> ● Comprehensive partnership agreement ● Industry-academia joint projects ● Education support for future generations, collaboration with educational institutions