





<Material Issue Identification Process>

Update: June 2021

We have prepared a risk map for the retail and FinTech businesses by organizing the possible risks and target parties in our business activities. This section identifies key human rights issues for the Marui Group, and outlines initiatives and future directions for addressing them.

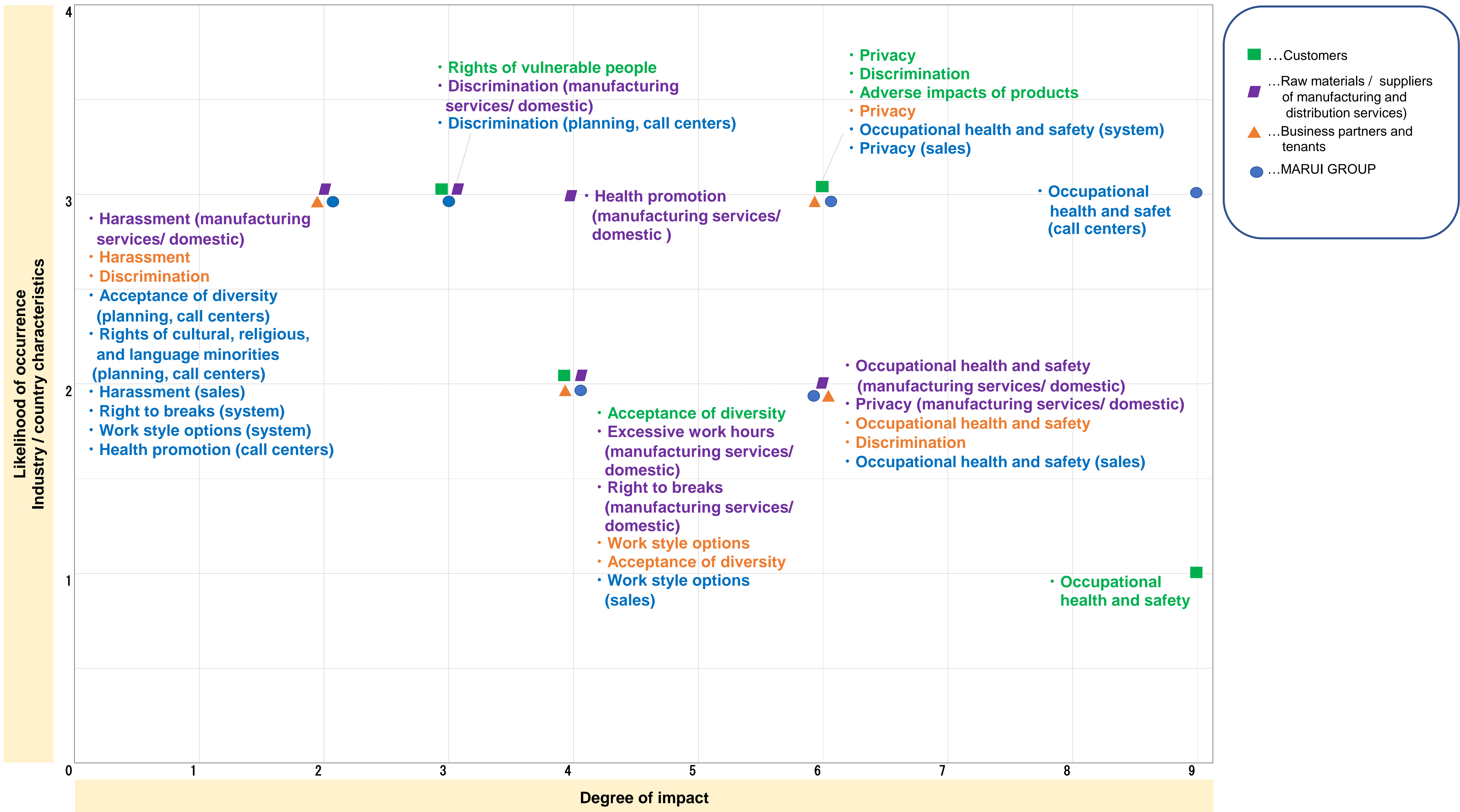
Human Rights Risks in Business Activities and Potentially Impacted Parties Major Targets and Anticipated Risks

		Product Manufacturing and Distribution 	MARUI GROUP's Activities 	(Collaboration Partners' Activities) 	Use by Customers and After-Sales Services 	
Retailing	Targets	<ul style="list-style-type: none"> Employees of business partners (domestic and overseas suppliers) MARUI GROUP employees Residents of communities surrounding factories 	<ul style="list-style-type: none"> Employees of business partners (tenants) MARUI GROUP employees 		<ul style="list-style-type: none"> Customers 	
	Activities	Manufacturing and distribution	Sales, e-commerce site operations, events		Purchase, use	
FinTech	Targets	<ul style="list-style-type: none"> Employees of business partners (domestic suppliers) 	<ul style="list-style-type: none"> MARUI GROUP employees 	<ul style="list-style-type: none"> Business partners Employees of Collaboration Partners 	<ul style="list-style-type: none"> Customers 	<ul style="list-style-type: none"> MARUI GROUP employees (call centers, tsumiki)
	Activities	Manufacturing	External marketing, sales, cardholder recruitment, credit, systems development	Sales, cardholder recruitment, application processing	Application, payment, donation, cumulative investment	Customer inquiries, loss support, payment request
Major anticipated risks		<Rights of business partners and MARUI GROUP employees> <ul style="list-style-type: none"> Discrimination Acceptance of diversity Political involvement Forced labor Child labor Low-wage labor Excessive work hours Occupational health and safety Right to collective bargaining Freedom of assembly Right to breaks Health promotion Work style options Discrimination in hiring and promotions Harassment Privacy <Residents of communities surrounding factories> <ul style="list-style-type: none"> Lives of local residents Land rights 	<Rights of business partners and MARUI GROUP employees> <ul style="list-style-type: none"> Discrimination Acceptance of diversity Rights of cultural, religious, and language minorities Low-wage labor Excessive work hours Occupational health and safety Right to collective bargaining Freedom of assembly Right to breaks Health promotion Work style options Discrimination in hiring and promotions Harassment Privacy 	<Rights of business partners and collaboration partners> <ul style="list-style-type: none"> Discrimination Acceptance of diversity Rights of cultural, religious, and language minorities Low-wage labor Excessive work hours Occupational health and safety Right to collective bargaining Freedom of assembly Right to breaks Health promotion Work style options Discrimination in hiring and promotions Harassment Privacy 	<Rights of customers> <ul style="list-style-type: none"> Discrimination Acceptance of diversity Rights of cultural, religious, and language minorities Occupational health and safety Lives of local residents Adverse impacts of products Rights of vulnerable people Land rights Rights of children Privacy 	<Rights of MARUI GROUP employees> <ul style="list-style-type: none"> Discrimination Acceptance of diversity Rights of cultural, religious, and language minorities Excessive work hours Occupational health and safety Right to breaks Health promotion Work style options Discrimination in hiring and promotions Harassment Land rights Privacy

Human Rights Risk Map—Retailing Segment



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Key Human Rights Issues	Policy	Details of initiatives (countermeasures)	Future directions and goals
Respect for the dignity of the individual	<ul style="list-style-type: none"> Marui Group Code of Conduct Marui Group Human Rights Policy Customer Engagement Policy 	<ul style="list-style-type: none"> LGBT training (employees: 4802, tenants: 1276) Universal Manner Test (employees: 5028, tenants: 519) Promote e-learning courses on diversity, etc. (Number of participants in the Unconscious Bias Program: 2,213 employees) Transfer between group companies (change of job type) (rate of transfer between group companies: 69%) 	<ul style="list-style-type: none"> Aiming for all employees to take LGBT training and universal manners certification tests, and expanding the number of tenants taking these courses.
Respect for workers' rights	<ul style="list-style-type: none"> Marui Group Code of Conduct Marui Group Human Rights Policy Marui Group Health and Safety Policy Marui Group Procurement Policy 	<ul style="list-style-type: none"> ★ Conducted CSR procurement (on-site surveys and questionnaires) (all 116 plants) ★ Measures to prevent infection by the new coronavirus(thorough prevention of droplet infection, decentralization of call centers, etc.) Promotion of wellness management https://www.0101maruigroup.co.jp/en/sustainability/theme02/health.html Stress check (conducted once a year) Implementation of self-care training (once a year) Conducting line care training (once a year) Implementation of internal controls at each business site (once a year) Promotion of childcare leisure acquisition (Childcare leisure acquisition rate Female: 100% Male: 100%) Promotion of telework (telework rate: 43%) Implementation of Workplace Improvement Month (harassment training, etc.) (twice a year) Promotion of e-learning on harassment and working environment, etc. Conduct training for evaluators for hiring and promotion. Implementation of labor management based on telework work regulations and establishment of telework assistance Support for business partners in the Corona disaster (rent reduction/exemption, payment deferment, etc.) 	<ul style="list-style-type: none"> Enhancement of detailed response in each business unit after stress check Promote literacy through self-care and line care training Improving support for childbirth, childcare, and nursing care Promotion of business efficiency through telework Spreading understanding of human rights policies during Workplace Improvement Month Continued implementation of CSR procurement for existing suppliers and consideration of expansion of target suppliers
Respect for the rights of vulnerable groups and future generations involved in business Respect for the rights of vulnerable groups and future generations	<ul style="list-style-type: none"> Marui Group Code of Conduct Marui Group Human Rights Policy 	<ul style="list-style-type: none"> ★ Provision of services for fresh investment for young people (customers opening tsumiki securities accounts: 40,000) ★ Provision of financial services to foreign residents (GTN Epos card members: 82,000) Co-creation of credit with customers through unique credit expertise (Bad debt ratio: 2.09%) Promote the appointment of female managers (Ratio of female managers: 14.5% *as of April 1, 2021) Efforts to realize a sustainable society and global environment for future generations (GHG discharge: 300,000t) Employment of people with disabilities (employment rate of people with disabilities: 2.63%) Flexible handling of payment consultations, etc. at Corona Risks (e.g., implementation of registration considerations with external credit information agencies) 	<ul style="list-style-type: none"> Expanding Financial Services for All Expansion of services offered by tsumiki securities (FY2030: more than 1 million) Provide financial services to foreign residents (FY2030: more than 500,000) Promote the switch to renewable energy (join RE100)(100% renewable energy by 2030) Increase in the ratio of female management positions (FY2025: 20% or more) Establishment of a new index (Women's Vitality Index) for women's activities https://www.0101maruigroup.co.jp/en/sustainability/theme02/org_02.html
Security Privacy protection	<ul style="list-style-type: none"> Group Code of Conduct Marui Group Human Rights Policy Group Privacy Policy Group Information Security Policy Group Social Media Policy Customer Engagement Policy 	<ul style="list-style-type: none"> ★ Information Security Awareness Month (personal information training, etc.) (twice a year) ★ Implementation of internal controls at each business site (once a year) ★ Implementation of targeted attack e-mail response training (twice a year) ★ Implementation of system vulnerability assessment by an external organization ★ Acquisition of ISO27001 	<ul style="list-style-type: none"> Continuously enhance system security by assessing risks and formulating countermeasures for systems used within the company, including cloud services. Ongoing implementation of employee training, etc.
Common	Establishment of procedures for handling complaints, including the establishment of a consultation service (Marui Group Hotline, etc.)		<ul style="list-style-type: none"> Ongoing confirmation and reporting that appropriate operations are being carried out

* Human rights risks that have a high possibility of occurring and have a significant impact are marked with an asterisk.