

## MARUI GROUP's Four Core Themes

In November 2016, MARUI GROUP defined four core themes related to inclusion to guide it in its quest to help build a flourishing and inclusive society that offers happiness to all. Inclusion entails including and reaching out to all those who have previously been excluded, and this concept is congruent with the direction set by the principles of the United Nations Sustainable Development Goals (SDGs). Accordingly, MARUI GROUP aims to make proactive contributions to the accomplishment of these goals through co-creation with all of its stakeholders.

### 1 Core Theme

#### Customer Diversity and Inclusion

We will seek to develop products, services, and stores that bring joy to all customers, regardless of their age, gender, or physical characteristics.



### 2 Core Theme

#### Workplace Inclusion

Based on MARUI GROUP's corporate philosophy of striving to "continue evolving to better aid our customers" and "equate the development of our people with the development of our company," we will provide all employees with venues through which they can excel.



### 3 Core Theme

#### Ecological Inclusion

We will develop eco-friendly businesses that are considerate of natural capital and propose ecologically sound lifestyles that are in harmony with nature and the environment.



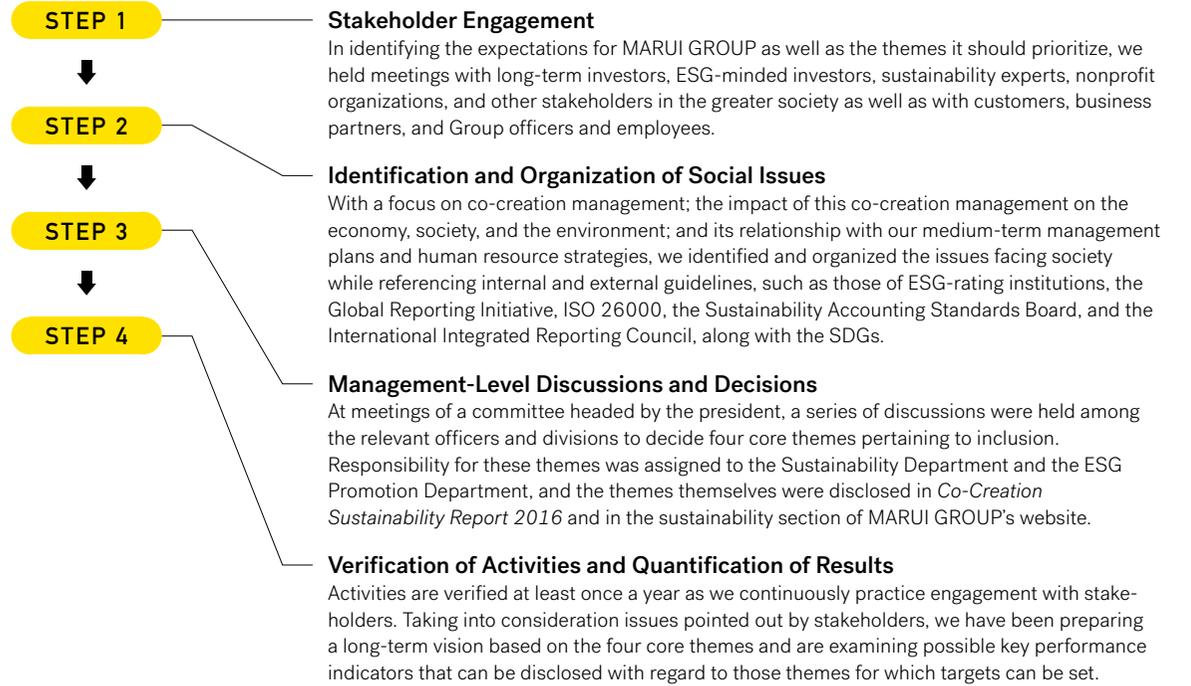
### 4 Core Theme

#### Co-Creation Corporate Governance

We will develop management frameworks that include stakeholders in order to achieve harmony between the interests and the happiness of all stakeholders.



#### Process for Deciding Core Themes



#### Major Initiative Matrix



● Customer Diversity and Inclusion ○ Workplace Inclusion ■ Ecological Inclusion ◇ Co-Creation Corporate Governance

## 1

Core Theme

## Customer Diversity and Inclusion



## MARUI GROUP's Vision

We will seek to develop products, services, and stores that bring joy to all customers, regardless of their age, gender, or physical characteristics.

## Major Initiatives

Inclusive store development	With eyes to the year of the Tokyo 2020 Olympic and Paralympic Games, we are developing stores that are comfortable in terms of both facilities and customer service to provide enjoyable shopping experiences to all customers, including senior citizens, differently abled individuals, non-Japanese people, and members of the LGBT community, regardless of age or gender.
Inclusive product development	MARUI GROUP views product creation as the process of developing products that match the physical characteristics of customers. We are thus establishing development and sales frameworks for supplying products that benefit all customers, excluding no one regardless of their physical characteristics. We thereby seek to create new demand.
Financial inclusion	MARUI GROUP sees its mission as being to promote financial inclusion by supplying financial services to everyone. Accordingly, we strive to provide financial services that enrich the lifestyles of everyone, particularly the youths and young adults for whom existing financial services lie out of reach.

Please refer to the sustainability section of MARUI GROUP's website for more information. [www.0101maruigroup.co.jp/en/sustainability/theme01/](http://www.0101maruigroup.co.jp/en/sustainability/theme01/)

## Principal Data

Fiscal year ended March 31 or as of March 31	2013	2014	2015	2016	2017
Retailing business transactions (millions of yen)	—	—	—	341,478	326,327
Number of visiting customers (thousands)	184,620	186,030	186,650	195,560	207,100
Number of purchases (thousands)	76,760	80,150	83,480	91,720	90,610
Number of MARUI GROUP e-commerce site visits (thousands)	88,120	92,190	93,220	99,690	112,480
Sales of Rakuchin Kirei series shoes (millions of yen)	2,700	3,600	4,500	4,700	5,200
Number of employees with Service Care-Fitter qualifications*1	400	430	460	540	568
Aggregate number of employees (tenants) that have undergone LGBT manner training	—	—	—	75	500 (28)
Number of employees (tenants) that have taken the rank 3 Universal Manner Placement Examination	—	—	—	309	1,249 (4)
FinTech business transactions (millions of yen)	—	—	—	1,473,539	1,723,254
EPOS cardholders (of whom new) (thousands)	4,980 (720)	5,420 (710)	5,910 (730)	6,130 (730)	6,360 (740)
Ratio of EPOS cardholders aged 18–39 (%)	61.8	58.8	56.5	54.0	52.0
Income per card of EPOS cards (yen)*2	4,100	4,400	5,400	5,900	6,500
Ratio of active EPOS card users (%)	65.1	65.4	62.9	63.7	65.3
Ratio of delinquent debt for EPOS cards (%)	2.32	1.84	1.68	1.57	1.45

Please refer to MARUI GROUP's ESG DATA BOOKs for more information. [www.0101maruigroup.co.jp/en/sustainability/lib/databook.html](http://www.0101maruigroup.co.jp/en/sustainability/lib/databook.html)

\*1 Based on employees as of April 1 of each year

\*2 FinTech business operating income ÷ Active cardholders

## 2

Core Theme

## Workplace Inclusion



## MARUI GROUP's Vision

Based on MARUI GROUP's corporate philosophy of striving to "continue evolving to better aid our customers" and "equate the development of our people with the development of our company," we will provide all employees with venues through which they can excel.

## Major Initiatives

Development of an organization that utilizes diversity	Each of MARUI GROUP's approximately 6,000 employees is different. We believe that innovation is assured when these employees are accepting of the differences in others and are able to unite with an eye toward social change and demand. We are therefore promoting diversity with regard to individual talents, gender, and age.
Healthcare management underpinning personal growth	MARUI GROUP focuses on preventive healthcare management aimed at avoiding illness and also proactive healthcare management for energizing and motivating employees. We thus encourage employees to change their attitudes and behaviors to further improve corporate value and contribute to society through higher productivity.
Investments in human resources to stimulate new growth	Recognizing that human resources devoted to aiding customers are the greatest driver behind the creation of corporate value, MARUI GROUP respects diverse employee values and is proactively conducting investments in the recruitment and development of human resources to cultivate an environment in which all employees can feel energized and continue growing.

Please refer to the sustainability section of MARUI GROUP's website for more information. [www.0101maruigroup.co.jp/en/sustainability/theme02/](http://www.0101maruigroup.co.jp/en/sustainability/theme02/)

## Principal Data

Fiscal year ended March 31 or as of March 31	2013	2014	2015	2016	2017
Total number of employees	6,101	5,966	5,918	5,899	5,732
Number of female employees	2,703	2,655	2,641	2,685	2,584
Number of male employees	3,398	3,311	3,277	3,214	3,148
Average age of employees	39.7	40.4	40.9	41.2	42.0
Average annual overtime hours per person	35	40	44	46	44
Ratio of employees changing positions between Group companies (%)*1	—	8	18	25	34
Employees working shortened hours for childbirth or childcare reasons (male and female)	266	312	345	416	473
Ratio of female employees returning to work full time after taking childcare leave (%)	45	36	55	66	81
Ratio of applicable male employees taking childcare leave (%)	0	14	54	66	94
Ratio of differently abled employees (%)*2	2.01	2.06	2.12	2.08	2.16
Employees injured by occupational accidents	117	74	87	100	76
Employee turnover rate (excluding mandatory retirement) (%)	2.8	2.3	2.0	1.6	2.6
Human resource investments (millions of yen)*3	—	—	—	—	474

Please refer to MARUI GROUP's ESG DATA BOOKs for more information. [www.0101maruigroup.co.jp/en/sustainability/lib/databook.html](http://www.0101maruigroup.co.jp/en/sustainability/lib/databook.html)

\*1 Aggregate total of position changes in April and October of each year (only April for 2017), excluding officers and managers

\*2 As of June 1 of each year

\*3 Human resource investments of ¥670 million projected for the fiscal year ending March 31, 2018

# 3

Core Theme

## Ecological Inclusion



### MARUI GROUP's Vision

We will develop eco-friendly businesses that are considerate of natural capital and propose ecologically sound lifestyles that are in harmony with nature and the environment.

### Major Initiatives

Integrated Group efforts to reduce environmental footprint	MARUI GROUP views all of its business assets as being borrowed from society. Based on this belief, all Group employees practice autonomy in expanding the scope of our socially beneficial activities and proposing fulfilling lifestyles steeped in the unique characteristics of MARUI GROUP. This objective is to be accomplished while advancing eco-friendly business activities.
Reduction initiatives related to private brand products	MARUI GROUP is addressing social issues by expanding its reuse initiatives, which include allowing customers to trade in products they no longer use for resale, and its reduction initiatives, which include reducing waste by preventing the creation of products that go unused due to not meeting customer needs.
Responsible procurement activities with business partners	MARUI GROUP recognizes that it has responsibilities as producer that span the entire value chain, which encompasses everything from raw material procurement through to product creation, sales, and disposal. Through co-creation with stakeholders, we strive to contribute to local communities while also going further to address human rights issues and improve work environments across the value chain.
Innovative services for reducing environmental impacts	MARUI GROUP shall utilize its unique platform, which combines its strengths in IT and logistics, in its Retailing and FinTech businesses to develop innovative services that deliver new forms of convenience, addressing social change and customer needs while also reducing environmental impacts.

Please refer to the sustainability section of MARUI GROUP's website for more information. [www.0101maruigroup.co.jp/en/sustainability/theme03/](http://www.0101maruigroup.co.jp/en/sustainability/theme03/)

### Principal Data

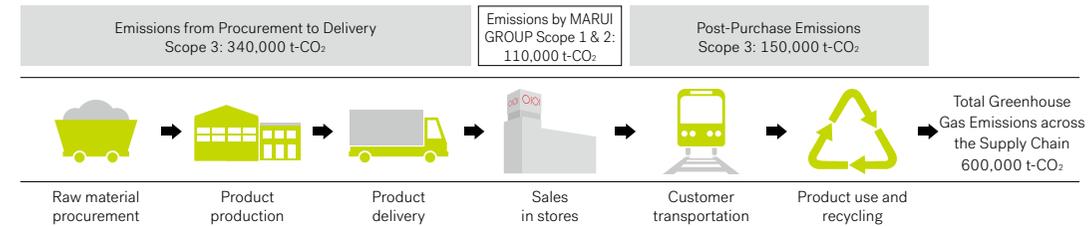
Fiscal year ended March 31 or as of March 31	2013	2014	2015	2016	2017
Greenhouse gas emissions (Scope 1) (t-CO <sub>2</sub> )	10,727	13,044	12,580	14,434	14,920
Greenhouse gas emissions (Scope 2) (t-CO <sub>2</sub> )	76,039	106,085	98,637	89,179	103,264
Greenhouse gas emissions (Scope 3) (t-CO <sub>2</sub> )	—	550,612	530,595	509,070	489,439
Greenhouse gas emissions per unit (per unit of operating income)	—	24.7	22.9	20.7	19.4
Energy consumption (GJ)	1,998,182	2,525,815	2,350,595	2,305,099	2,341,454
Total amount of renewable energy purchased or generated (thousands of kWh)	0	0	78	387	386
Total waste (tons)	13,240	13,620	13,390	12,900	15,039
Waste recycled (tons)	7,950	7,860	7,840	7,700	8,839
Ratio of waste recycled (%)	60	58	59	60	59
Waste sent to landfills (tons)	5,290	5,760	5,550	5,200	6,200
Business partners engaged in CSR procurement initiatives	—	—	—	—	20
Product carbon footprint	1	1	1	1	8

Please refer to MARUI GROUP's ESG DATA BOOKs for more information. [www.0101maruigroup.co.jp/en/sustainability/lib/databook.html](http://www.0101maruigroup.co.jp/en/sustainability/lib/databook.html)

## Tracking of Environmental Footprint across the Value Chain

MARUI GROUP views all of its business assets as being borrowed from society, and is therefore promoting eco-friendly business activities through means such as combating climate change and preventing pollution in a concerted Groupwide effort. In addition, we recognize our responsibility as a producer to track our environmental footprint across the entire value chain, from the procurement of raw materials and product creation to the sale and disposal of products.

Scope 3 Emissions Data (Fiscal Year Ended March 31, 2017)

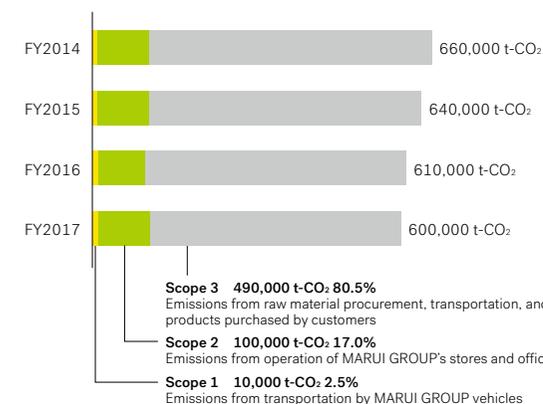


The Company calculates emissions volumes based on the *Basic Guidelines on Accounting for Greenhouse Gas Emissions Throughout the Supply Chain*, released by the Ministry of the Environment and the Ministry of Economy, Trade and Industry. The results of Scope 3 emissions calculations have been confirmed by Mizuho Information & Research Institute, Inc.

Scope 3 Emissions Data  
[www.0101maruigroup.co.jp/en/sustainability/theme03/environment\\_01.html](http://www.0101maruigroup.co.jp/en/sustainability/theme03/environment_01.html)

### Four Consecutive Years of Reductions in CO<sub>2</sub> and Other Greenhouse Gas Emissions

The Company has traditionally calculated emissions of CO<sub>2</sub> and other greenhouse gases based on Scope 1 and Scope 2 of the Greenhouse Gas Protocol, and it began calculating emissions under Scope 3 during the fiscal year ended March 31, 2014. We are thereby able to track environmental impacts across the entire value chain, including direct and indirect emissions from MARUI GROUP (Scope 1 and Scope 2) as well as emissions from raw material procurement, transportation, and products purchased by customers. Through this type of traceability that spans the entire value chain, we are advancing initiatives for reducing environmental impacts together with customers, business partners, communities, and society as a whole. These initiatives have helped us achieve four consecutive years of reductions in CO<sub>2</sub> and other greenhouse gas emissions.



### Third-Party Verification for CO<sub>2</sub> and Other Greenhouse Gas Emissions

In order to improve the reliability of the environmental information it discloses, MARUI GROUP began receiving third-party verification for its CO<sub>2</sub> and other greenhouse gas emissions from the Japan Quality Assurance Organization in the fiscal year ended March 31, 2017. This verification is received for all 15 categories of emissions applicable under Scope 1, Scope 2, and Scope 3.



Report Name  
 Greenhouse Gas Emissions Verification Report  
 Third-Party Verification Institution  
 Japan Quality Assurance Organization (JQA)

## Incorporating Reduction into Business Activities

MARUI GROUP is addressing social issues through reuse and reduction initiatives. Our reuse initiatives include allowing customers to trade in products they no longer use, which are then resold. At the same time, we look to reduce waste through the development of private brand products that accurately match customer needs.

### Lineup Offering the Perfect Fit for 100% of Foot Sizes

MARUI GROUP views product creation as the act of making products that match the physical characteristics of individual customers. We facilitate these efforts by creating products together with customers and asking them directly about their concerns and needs. Through this engagement, it was brought to our attention how many shoes are thrown away because of comfort or size issues that become apparent after their purchase. MARUI GROUP sought to rectify this issue by improving the comfort of shoes and expanding the range of available sizes to cover 100% of customer foot sizes. We were thus led to create the Rakuchin Kirei series of shoes, which have sold more than 3.5 million pairs by bringing joy to all customers. In this manner, we endeavor to reduce waste by proposing products that perfectly match every customer.

To quantify the results of our activities in this area, we have identified the portion of sales accounted for by products that perfectly match customers as a key performance indicator, and we are currently in the process of formulating a target for this indicator to be accomplished by 2030. The Company plans to disclose more detailed information on this matter in the fiscal year ending March 31, 2019.

[www.0101.co.jp/voi/webshop/customer\\_portal/index.jsp](http://www.0101.co.jp/voi/webshop/customer_portal/index.jsp) (Japanese only)

### Try-on Store Scheme Supporting Reduction Initiatives

Try-on stores represent a new sales floor scheme that merges Internet sales with physical stores. In these stores, customers can try on samples of all sizes of products and then make purchases via Internet sales. Benefits of try-on stores include lower investments in store fixtures and fixed rent fees than would be required for opening a standard store. In addition, as only samples are displayed, there is no need for inventories, decreasing the risk of losses on inventory disposal. Furthermore, the reduction in customer returns and inventories contributes to substantially lower

environmental impacts. This scheme is complemented by the distribution centers supporting our e-commerce operations, where we have introduced the AutoStore robotic warehouse system in order to heighten efficiency. This system allows for around 27,000 specialized storage containers to be arranged in stacks of 12, eliminating wasted space and tripling warehouse storage efficiency. Moreover, the task of retrieving products, which was previously carried out by people, is now conducted by robots, greatly reducing the amount of work needed to be performed by human hands.

[www.0101maruigroup.co.jp/en/sustainability/theme03/reduce.html](http://www.0101maruigroup.co.jp/en/sustainability/theme03/reduce.html)

### Proposal of Ecologically Sound Lifestyles

MARUI GROUP's co-creation activities with business partners commenced in 2009, and we have been conducting carbon footprint initiatives, which entail tracking CO<sub>2</sub> emissions across the value chain, since then to reduce environmental impacts. In the fiscal year ended March 31, 2017, these initiatives were applied to eight product styles—seven styles of Rakuchin Kirei series shoes and one style of Rakuchin Keikai shoes.

Furthermore, MARUI GROUP employs carbon offset schemes as an ecological action for offsetting emissions of CO<sub>2</sub> and other greenhouse gases that it is unable to reduce in its own operations through reductions or the absorption of emissions elsewhere. Since 2017, we have been deciding the specific venues for carbon offset utilized based on votes by customers and employees. These activities will be continued going forward in order to broaden the range of environmental preservation activities carried out through co-creation with customers.

[www.0101maruigroup.co.jp/en/sustainability/theme03/environment\\_02.html](http://www.0101maruigroup.co.jp/en/sustainability/theme03/environment_02.html)



Number of Clothing Items and Shoes Traded in by Customers

**Approx. 5.7 million**

May 2010–March 2017

Ratio of People Throwing Away Shoes that are No Longer Worn

**92%**

Based on 2013 survey of EPOS cardholders

## Responsible Procurement Activities with Business Partners

MARUI GROUP recognizes that it has responsibilities as producer that span the entire value chain, which encompasses everything from raw material procurement through to product creation, sales, and disposal. Through co-creation with stakeholders, we strive to contribute to local communities while also going further to address human rights issues and improve work environments across the value chain.

### On-site Meetings with Business Partners

In 2016, we established the MARUI GROUP Procurement Policy. A step ahead of the release of this policy, the Company held an explanatory forum for roughly 100 business partners related to its private brands. At this explanatory forum, we discussed the importance of addressing human rights, labor, and other issues across the supply chain, explaining MARUI GROUP's policies in this regard while using actual case studies. Business partners participating in the forum expressed their support for our stance.

In 2017, we began conducting surveys and on-site audits of business partners to inspect their initiatives in relation to the supply and procurement of safe and

trustworthy products and to human rights and labor environments. During on-site audits, dedicated staff members from the Sustainability Department hold meetings with business partners to confirm the environmental initiatives conducted at their domestic and overseas factories as well as their employee labor agreements and other conditions related to occupational health and safety.

[www.0101maruigroup.co.jp/en/sustainability/theme03/valuechain.html](http://www.0101maruigroup.co.jp/en/sustainability/theme03/valuechain.html)



### Message from a Business Partner



**Shogo Fujinaga**

Officer  
Section 2, Department 2, Business Division 1  
TAMURAKOMA & Co., Ltd.  
Osaka, Japan

### Responsible Procurement Activities Helping to Build a Better Society

We recently visited a factory producing MARUI GROUP private brand apparel products together with staff from the Company. On this visit, the first of its kind for us, a meeting was held during which we discussed such matters as work environments and procurement conditions. In the past, our focus has been ensuring that products can be delivered on schedule. I had not stepped inside a factory, whether in Japan or overseas, or thought about the cultural or historical background that shaped a specific factory. Becoming more involved in factories has given production activities a greater degree of transparency and enabled us to better ensure the safety of products. Our initiatives with MARUI GROUP will no doubt help to build a better society and achieve long-term corporate growth. At TAMURAKOMA, we hope to work together with MARUI GROUP to foster relationships with the factories we use that place us on equal footing and to spread MARUI GROUP's concept of co-creation with customers.

### Message from a Business Partner



**Sungwan Chaisongcam**

President  
S.K.N TRADING COMPANY LIMITED  
Bangkok, Thailand

### Employee Unity Realized by Revising Factory Operating Procedures

Some companies focus only on the samples provided to confirm final products or on the ability to receive products with consistent quality. MARUI GROUP differs from such companies. I was impressed with how involved MARUI GROUP is in the manufacturing process pertaining to its Rakuchin Keikai shoes, offering us guidance on how to perform tests on various materials and how and where these materials should be procured and other specific matters. This involvement spans all processes from initial planning to ordering. We recently had a meeting with MARUI GROUP centered on the importance of ensuring safety and security for employees, which opened my eyes on the topic of making factories more comfortable workplaces for employees. At factories, we have put an end to the practice of employees relaying orders verbally, requesting that shared instructions be presented in written form, and we have also begun thoroughly investigating the cause of mistakes. Our employees are currently united in working toward a common goal, minimizing production process mistakes.

## Co-Creation Corporate Governance



### MARUI GROUP's Vision

We will develop management frameworks that include stakeholders in order to achieve harmony between the interests and the happiness of all stakeholders.

### Major Initiatives

Co-creation with stakeholders	MARUI GROUP is reinforcing its co-creation management activities through constructive engagement with stakeholders with the ultimate goal of developing a business that brings joy to all customers. These initiatives are also aimed at winning the support of employees, customers, shareholders, other investors, members of communities and society as a whole, and business partners with regard to our inclusion-oriented activities.
Sustainability management	Through activities centered on the Sustainability Department and the ESG Promotion Department, we have been verifying initiatives in accordance with the four core themes for sustainability, preparing a long-term vision based on the four core themes, and examining possible key performance indicators for evaluating sustainability in our businesses.
Cultivation of future leaders	In April 2017, MARUI GROUP launched the Co-Creation Management Academy, a program for discovering and cultivating future leaders under the guidance of external directors and the Graduate School of International Corporate Strategy at Hitotsubashi University. For the first iteration, 21 participants were chosen from among 134 applicants.
Risk management	Based on sustainability-related trends in the areas of business activities, human rights, and occupational health and safety, we revised the MARUI GROUP Code of Conduct and established the MARUI GROUP Human Rights Policy and the MARUI GROUP Occupational Health and Safety Policy in November 2017. The effectiveness of these policies will be evaluated once a year and awareness will be entrenched among all Group employees through training and other activities.

Please refer to the sustainability section of MARUI GROUP's website for more information. [www.0101maruigroup.co.jp/en/sustainability/theme04/](http://www.0101maruigroup.co.jp/en/sustainability/theme04/)

### Principal Data

Fiscal year ended March 31 or as of March 31	2013	2014	2015	2016	2017
Directors	7	8	10	6	6
Ratio of independent directors (%)	14	13	20	33	33
Ratio of female directors (%)	0	0	10	17	17
Average age of directors	54	55	54	55	55
Audit & Supervisory Board members	4	4	4	4	4
Ratio of independent auditors (%)	50	50	50	50	50
Executive officers	4	5	5	16	16
Ratio of female executive officers (%)	0	0	20.0	12.5	18.8
Return on equity (%)	4.5	5.0	5.2	6.0	6.7
Return on invested capital (%)	3.0	3.0	3.3	3.3	3.1
Earnings per share (yen)	48.43	56.29	58.87	70.68	80.24
Total Group transactions (millions of yen)	—	1,297,250	1,469,111	1,703,353	1,933,685
Payout ratio (%)	31.0	32.0	32.3	31.1	41.1

Please refer to MARUI GROUP's ESG DATA BOOKs for more information. [www.0101maruigroup.co.jp/en/sustainability/lib/databook.html](http://www.0101maruigroup.co.jp/en/sustainability/lib/databook.html)

## MARUI GROUP Code of Conduct

MARUI GROUP engages in co-creation management with its stakeholders with the aim of contributing to the development of a flourishing and inclusive society that offers happiness to all. The various stakeholders of MARUI GROUP include customers, shareholders, other investors, communities, the greater society, business partners, and employees. The happiness to which we seek to contribute can only be realized through co-creation with all of these stakeholders. It is based on this belief that we promote compliance with laws and regulations as well as international rules and the principles embodied in these norms and that we have established and adhere to the MARUI GROUP Code of Conduct.

### 1. Customers

Customers are the point of departure for all of our business activities. Acting in accordance with the corporate philosophy of "continue evolving to better aid our customers," we will strive to create products, services, and stores that bring joy to all customers and can be used safely and with peace of mind.

### 2. Investors

We will pursue ongoing growth and medium-to-long-term improvements in corporate value in order to live up to the expectations of shareholders and other investors. In addition, we will disclose information in a timely and appropriate manner, conduct highly transparent business activities, and prevent insider trading.

### 3. Communities and Society

MARUI GROUP's business activities connect us to various areas of communities and the greater society. As responsible members of communities and of society as a whole, we will seek to resolve social and community issues and invigorate communities and the greater society to transform our main business into a socially contributing undertaking.

### 4. Business Partners

MARUI GROUP's business activities are supported by co-creation activities with business partners in Japan and overseas. By fostering trusting relationships with partners through fair and impartial transactions, we will promote mutual prosperity.

### 5. Employees

The growth of employees that are committed to helping others is the source of all the value we create. In addition to providing employees with a safe and hygienic workplace environment, we will foster a corporate culture that is respectful of diverse values and in which all employees can feel energized and continue growing.

### 6. Environmental Preservation

MARUI GROUP sees all of its business assets as being borrowed from society. Accordingly, we seek to understand the impact of our business on the environment in order to reduce the environmental footprint of the entire Group and to promote eco-friendly business activities.

### 7. Respect for Human Rights

MARUI GROUP endorses international standards regarding human rights and respects the personalities and individuality of all people. We stand in opposition of all discrimination, whether on the basis of race, nationality, religion, ideology, biological sex, age, physical characteristic, gender identity, or sexual orientation.

### 8. Fair and Transparent Transactions

MARUI GROUP adheres to domestic and overseas ethical standards and legal regulations as well as to its own internal rules as it promotes fair and transparent transactions and competition while preventing corrupt and otherwise inappropriate activities (bribery, money laundering, inappropriate lobbying activities and political contributions, etc.).

### 9. Elimination of Antisocial Forces

We will staunchly refuse to have any connection with antisocial forces that threaten the order and safety of society.

### 10. Protection and Management of Information Assets

MARUI GROUP's business activities entail the utilization of personal information, confidential information, and intellectual properties. These information assets are protected and managed based on internal regulations, and we seek to avoid infringing on the intellectual property rights of others.

### Scope of Application and Implementation

The MARUI GROUP Code of Conduct is applicable to all Group officers and employees. An internal notification system is in place to quickly uncover and address activities that violate this code of conduct or activities that are illegal, unfair, or otherwise inappropriate.

Moreover, this code of conduct is reviewed as necessary by the Board of Directors and revised when deemed prudent through sufficient discussion. Should a serious violation of the MARUI GROUP Code of Conduct occur, we will take steps to identify the cause of the violation and prevent recurrence.

Established in April 2006  
Revised in May 2014  
Revised in November 2017

## MARUI GROUP Human Rights Policy

MARUI GROUP aims for the development of a flourishing and inclusive society that offers happiness to all. MARUI GROUP therefore declares its commitment to endorsing international standards regarding human rights and ensuring respect for the personalities and individuality of all people throughout the Company.

### 1. Commitment to Respecting Human Rights

We stand in opposition of all discrimination, whether on the basis of race, nationality, religion, ideology, biological sex, age, physical characteristic, gender identity, or sexual orientation, and exercise respect for the personalities and individuality of all people throughout our business activities and our relationships with customers, business partners, employees, and other stakeholders.

### 2. Compliance with International Standards

MARUI GROUP complies with international standards regarding human rights. Accordingly, we adhere to the standards described in the International Bill of Human Rights and the ILO Declaration on Fundamental Principles and Rights at Work regarding freedom of association, the right to collective bargaining, the prohibition of forced labor and child labor, and the elimination of workplace discrimination.

### 3. Responsibility toward Promoting Respect for Human Rights

Based on the United Nations Guiding Principles on Business and Human Rights, we practice human rights due diligence and utilize other methods to evaluate the direct and indirect impact of all of our business activities on human rights and then address any negative impacts that come to light.

### 4. Fostering of a Corporate Culture of Respecting Human Rights

Through proactive education and awareness-raising programs targeting all Group officers and employees, we work to entrench the MARUI GROUP Human Rights Policy in our corporate culture and in all of our business activities. In addition, we ask that business partners and other external stakeholders endorse this policy while also making this policy publicly available.

**Hiroshi Aoi**  
President and Representative Director  
Representative Executive Officer  
MARUI GROUP CO., LTD.  
November 9, 2017

## MARUI GROUP Occupational Health and Safety Policy

MARUI GROUP seeks to co-create customer happiness through its business activities, which merge retailing and finance. We understand that providing employees with a safe and hygienic workplace environment is essential to supporting the growth of all employees and is instrumental to invigorating the entire organization and driving the improvement of corporate value. MARUI GROUP therefore declares its intent to act in accordance with this understanding in all business activities, pursue higher levels of safety and hygiene, and to promote voluntary occupational health and safety initiatives on a Groupwide basis.

### 1. Development of a Workplace Environment that Prioritizes Health and Safety

Realizing that the health and safety of employees is crucial to their growth, all workplaces will foster awareness and heighten understanding regarding occupational health and safety, prioritizing the development of an environment in which employees can feel safe and secure and maintain good mental and physical health as they work.

### 2. Promotion of Voluntary Occupational Health and Safety Initiatives

Occupational health and safety targets are set at all Group companies and workplaces based on MARUI GROUP's occupational health and safety plans in order to promote voluntary occupational health and safety initiatives. These targets are periodically revised to pursue higher levels of health and safety on a Groupwide basis.

### 3. Compliance with Occupational Health and Safety Laws

We comply with Japan's Industrial Safety and Health Act and other labor-related legislation as well as with the internal rules regarding occupational health and safety in place at all Group companies and workplaces.

### 4. Realization of Safe and Low-Risk Workplace Environments

MARUI GROUP seeks to realize safe and low-risk workplace environments by determining the sources and extent of the occupational accident risks faced in each business and formulating and implementing measures to reduce or eliminate these risks.

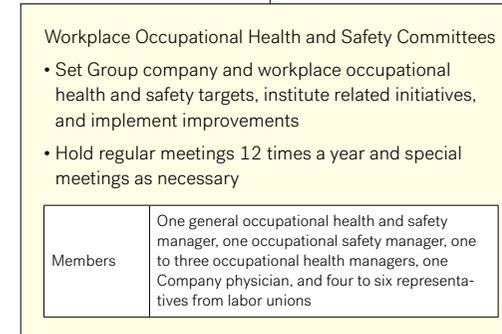
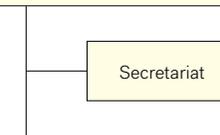
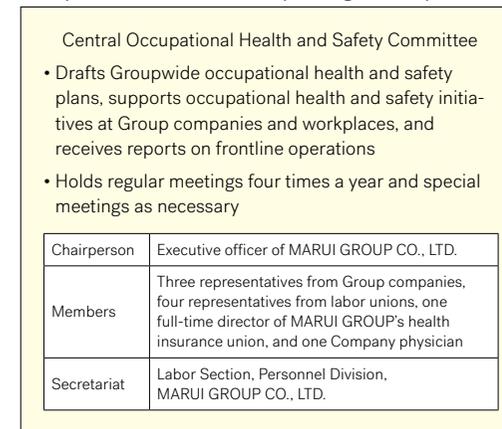
### 5. Facilitation of Employee Health Improvement

MARUI GROUP understands that the health of employees is crucial to their growth. We therefore practice healthcare management aimed at preventing mental health issues and lifestyle diseases as well as enabling all employees to feel more energized in their work.

### 6. Cultivation of a Corporate Culture Emphasizing Occupational Health and Safety

We will cultivate a corporate culture emphasizing occupational health and safety by conducting proactive employee education and awareness-raising programs related to these topics. All Group officers and employees are expected to observe the MARUI GROUP Occupational Health and Safety Policy, and we ask that business partners and other external stakeholders endorse this policy while also making this policy publicly available.

#### Occupational Health and Safety Management System



#### Healthcare Management Promotion System

MARUI GROUP practices healthcare management to prevent mental health issues and lifestyle diseases in employees, limit exposure to secondhand smoke, reduce overtime, and raise employee health awareness. Healthcare management initiatives are spearheaded by MARUI GROUP's Personnel Division and Health Management Division and are coordinated with the Company's health insurance union.

#### Consultation Venues

Company physicians and occupational health staff are positioned in MARUI GROUP's Health Management Division on a full-time basis to provide employees with a venue for consulting on mental health and other health issues and for receiving support in improving lifestyle diseases. In addition, we have established a hotline for receiving third-party physical and mental health consultation through collaboration with a specialized external organization.

**Hiroshi Aoi**  
President and Representative Director  
Representative Executive Officer  
MARUI GROUP CO., LTD.  
November 9, 2017