

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/

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

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

*2 FinTech business operating income ÷ Active cardholders