

Ito-Yokado Business Partner Sustainable Action Guidelines

I. Introduction

- **Ito-Yokado strives to behave in a sincere manner based on our corporate creed and contributes to the realization of a sustainable society.**

Corporate Creed

We aim to be a sincere company that our customers trust.

We aim to be a sincere company that our business partners, shareholders and local communities trust.

We aim to be a sincere company that our employees trust.



- **We endeavor to build mutually beneficial relationships with our business partners and contribute to the achievement of the vision that “No one will be left behind” under the “2030 Agenda for Sustainable Development.”**

Together with our business partners, we strive to promote the concepts of “Respect and Protection of Human Rights”, “Preservation of the Global Environment” and “Legal Compliance” and contribute to the realization of a sustainable society.

Together with our business partners, we strive to provide safe and reliable products and services to our customers and create a healthy and prosperous future.

Together with our business partners, we strive to work on social issues that cause social exclusion and promote the creation of a social structure in which no one is excluded.

II. Application of “Ito-Yokado Business Partner Sustainable Action Guidelines”

Ito-Yokado requests that all business partners understand and comply with “Ito-Yokado’s Business Partner Sustainable Action Guidelines.”

1. All business partners shall understand and comply with this Ito-Yokado Business Partner Sustainable Action Guidelines (hereinafter referred to as “Business Partner Action Guidelines”) and ensure that the suppliers from which they procure the products handled by Ito-Yokado also understand the Business Partner Action Guidelines.
2. We request that business partners provide information on the conditions of compliance with the Business Partner Action Guidelines to Ito-Yokado as necessary.
3. Any serious acts that constitute a violation of the Business Partner Action Guidelines, including accidents causing bodily injury, human rights abuse and non-compliance with laws shall be immediately reported to the appropriate people of Ito-Yokado. Immediate correction and remedy shall be conducted appropriate to the level of risk, and efforts shall be made to prevent the spread of damage, identify the cause and take measures to prevent any recurrence.

4. Business partners shall assess the sustainability risks in their company's business activities, and make efforts to prioritize and focus on areas with a high risk of negative impact.
5. Business partners shall develop a policy that includes the same provisions as the Business Partner Action Guidelines, share the policy inside and outside the company, conduct training and other activities to inform, create a framework to promote the policy, and make efforts to operate both the policy and the framework. Business partners shall make a periodic examination of actual conditions to identify issues in their own company, provide remedies, correct the identified issues and take measures to prevent any recurrence.
6. Transactions may be temporarily suspended or contracts may be terminated if any serious acts including violations of human rights and laws that cause non-compliance with the Business Partner Action Guidelines are discovered. In such case, no restitution or compensation shall be provided by Ito-Yokado even if any damage occurs.

III. Ito-Yokado Business Partner Sustainable Action Guidelines

1. Compliance with Laws and Respect for International Norms

1. Compliance with both the provisions and the spirit of applicable laws in each country and region, as well as relevant international norms, shall be ensured.
2. Formulation of policies, construction of systems, implementation of training, and development of internal reporting systems, etc., shall be conducted for the purpose of legal compliance.

2. Respect and Protection of Human Rights

The human rights of all individuals who are involved in their business activities shall be respected and protected with the highest priority, and trusting relationships shall be established while striving to improve productivity.

1. International declarations such as “International Bill of Human Rights” and “International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work” shall be respected. Even in cases where human rights are not adequately protected by the laws and regulations of each country and region, efforts shall be made to respect human rights based on these declarations.
2. There shall be no direct or indirect involvement in abuse of human rights.
3. Respect and protection of human rights shall not be ignored for business reasons.
4. If any human rights violation is discovered, remedies shall be applied.
5. Formulation of policies, construction of systems, implementation of training, and development of internal reporting systems, etc., shall be conducted for the purpose of respecting and protecting human rights.

3. No Child Labor and Protection for Young Workers

Children's education is essential to the development of a healthy and sustainable society, and child labor shall be prohibited as it prevents such opportunity. Young workers shall be fully protected due to their lack of experience in adapting to society.

1. Upon employment, the age of any worker shall be verified.
2. There shall be no use of child labor, which is banned under the International Labor Organization (ILO) Conventions and applicable local laws.
 *ILO conventions specify that workers shall not be younger than the age of compulsory education and must be at least 15 years of age in any case.
 (However, there is an exception that workers who work in dangerous working conditions must be at least 18 years of age in any country or at least 14 years of age during a transition period in developing countries, and there is another exception in job categories with light work or easy work.)
3. There shall be no use of workers under the age of 18 at night and/or in dangerous working conditions.
4. If child labor is confirmed, companies shall protect the child and provide necessary support and relief measures.

4. No Forced Labor

Employees shall be engaged in their work of their own free will, and there shall be no use of forced labor. The prohibited labor practices include labor or services without the worker's free will as well as forced labor due to fear of punishment.

1. Forced labor, detained labor and forced slave labor shall be prohibited.
2. Workers shall not be forced to deposit money or their original identification documents.
 When using a recruitment agency, it shall be confirmed that the agency does not engage in practices such as forcing workers and job seekers to deposit money or original identification documents.
3. Unreasonable restrictions on the freedom of movement within the workplace premises shall not be permitted.
 Use of security cameras and allocation of security staff are intended for crime prevention, information management and occupational safety management and shall not be intended for monitoring of employees.
4. It shall be ensured that workers may leave the workplace after prescribed working hours, and no overtime work shall be performed without a worker's consent.
5. It shall be ensured that workers may leave the job of their own free will.

5. Employment and Protection of Workers

All individuals engaged in business activities shall be employed in a proper manner in a sanitary, functional, challenging and humane work environment in consideration of human rights protection, safety and health.

1. Upon employment, an appropriate labor contract shall be entered into with the employee in the employee's native language or a language they can understand in accordance with applicable local laws.
2. Information about employment conditions shall be easily understood in a written form and available at any time.
3. When hiring migrant workers, it shall be ensured that the terms and conditions of employment are presented before the employee leaves their home country.
4. Efforts shall be made to achieve the standards of working hours based on the International Labor Organization's (ILO) recommendation.

*ILO “Reduction of Hours of Work Recommendation, 1962”

- A principle of the forty-hour week shall be progressively achieved as a social standard.
 - There shall be no reduction in the wages of the workers when the hours of work are reduced.
 - Where the duration of the normal working week exceeds forty-eight hours, immediate steps should be taken to bring it down to a level of 48 hours.
5. It shall be ensured that workers are allowed to take sufficient holidays in accordance with the laws and regulations of each country. It shall be ensured that at least one day off is taken every seven days.
 6. It shall be ensured that workers may organize a labor union and become a member of a labor union at their discretion subject to local laws.
 7. Policies and procedures to prohibit discrimination shall be developed in connection with activities such as organizing a labor union, becoming a member of a labor union, recruiting and decision making on promotion, dismissal or transfer of an employee.
 8. An employer, labor union and representative of workers shall freely discuss issues to reach a satisfactory agreement for all of them and create an employer-employee relationship that works properly.

6. Payment of Living Wages

Efforts shall be made to provide challenging and humane work opportunities and pay sufficient wages to ensure wholesome and cultured living. Living wages shall be maintained, contributing to the eradication of child labor and stability of society.

1. Workers shall be paid minimum wage or more specified in applicable local laws or by the industry. Whichever is higher shall be applied and paid.
2. The sufficient discretionary amount of wages that meet the standard of living in each country or region shall be paid to workers. The living wage necessary for maintaining an appropriate standard of living, including food, water, housing, education, and healthcare should be provided.
3. Overtime allowance shall be paid and be equal to or more than the legal rate.
4. All allowances and employee benefits required by laws shall be provided to employees.
5. The number of hours to be paid and breakdown of wages shall be shown to employees at the time of each payment of wages.
6. Wages shall be accurately calculated and the evidence shall be presented.

7. Prohibition of Abuse, Harassment, Discrimination and Inhumane Treatment

Any abuse, harassment, discrimination and inhumane treatment shall be prohibited, and efforts shall be made to promote a humane and challenging work environment. Discrimination not only causes undue loss of work opportunities and violation of fundamental human rights, but also denies the existence of potential human resources that may contribute to society, leading to significant social loss.

1. Any physical or mental abuse, threatened abuse, or abuse of authority, sexual harassment and other harassment shall be prohibited and preventive measures shall be undertaken.

2. On the occasion of employment, compensation, promotion, redeployment, dismissal, or resignation, all effort shall be made on the prohibition of discrimination on the basis of race, skin color, gender, religion, political opinion, birth place, social origin, age, disability, various infectious disease status, labor union membership, sexual orientation, gender identity or other statuses, and towards the achievement of equal opportunities.
3. If any abuse, harassment, discrimination or punishment is discovered, remedies shall be provided to such worker.
4. Monetary penalty shall be conducted to the extent specified under local laws. Procedures for disciplinary actions and the amount of penalty shall be determined to the extent permitted by laws and to the extent that does not prevent employees from living their lives. These matters shall be clearly specified in labor regulations or other rules and shall be thoroughly understood by all employees.

8. Occupational Health and Safety

Businesses shall proactively promote continuous health and safety management, prevent occupational accidents, improve the health of workers, create a comfortable working environment, and work to improve the health and safety standards in the workplace.

1. It shall be ensured that workplace buildings and equipment, and residences provided to workers are in compliance with standards enough to guarantee employees' safety, and that permissions and approvals under the local building standards related laws and regulations have been obtained, and that buildings have been properly inspected and passed examinations.
2. In the workplace and residences provided to workers, there shall be emergency exits, evacuation routes and signs that are in compliance with standards set forth in local laws and regulations, and periodic inspections and evacuation training shall be conducted.
3. The housing provided to employees shall be of an adequate living environment, and efforts shall be made to ensure privacy.
4. Hygienic restrooms and drinking water shall be available for workers and their use during work hours shall not be restricted.
5. Workers shall be provided with the necessary material for their work, including personal protective equipment, instructions on how to work, and training.
6. Chemicals shall be handled and stored in a proper manner, and efforts shall be made to prevent accidents and stop the spread of damage if an accident occurs.
7. Efforts shall be made to identify and assess physically demanding work, and to manage it appropriately to prevent occupational accidents or illnesses.
8. When an occupational accident or illness occurs, the situation shall be promptly identified, assessed, documented, and reported, with subsequent implementation of appropriate measures and corrective actions.
9. Laws concerning employee benefits shall be complied with, and creation of an employee benefit program that allows workers to do their jobs without undue concerns shall be sought.
10. It shall be ensured that any disadvantageous treatment of employees on the grounds of pregnancy, childbirth, childcare, etc., is prohibited, and that the appropriate working environment is provided.
11. Appropriate health checks shall be conducted to safeguard the health of employees.

9. Preservation of the Global Environment

Businesses shall be conducted in consideration of the global environment in all aspects, such as in the procurement of raw materials, manufacturing and supply in such a manner that contributes to developing a sustainable society.

1. Environmental laws, regulations, and international conventions in each country and region shall be complied with.
2. There shall be no use of chemical substances that are prohibited under international conventions or local legislation, or by Ito-Yokado.
3. Waste, exhaust, and waste water shall be properly managed to prevent environmental pollution.
4. The source, use, and discharge of the water shall be monitored, and efforts shall be made for the effective use of water resources, including water conservation and the implementation of appropriate wastewater treatment.
5. There shall be a proper understanding of the effects the businesses have on the environment.
6. The importance of biodiversity shall be recognized and biodiversity shall be conserved.
7. Business partners that handle the original products of Ito-Yokado shall provide cooperation to achieve the our environmental goals.
 - Reduce CO₂ emissions
 - Achieve 100 percent use of eco-friendly materials (biomass, biodegradability and recycled materials, paper, etc.) for packaging of original products by 2050
 - Achieve 100 percent recycling of food waste by 2050
 - Achieve 100 percent use of sustainable raw materials for original food products by 2050
8. Efforts shall be made to develop and promote eco-friendly technologies, and such technologies shall be actively applied.

10. Prevention of Confidential Information Leakage and Information Management

Information assets shall be kept “confidential,” “complete” and “available” and shall be protected from threats including leakage, theft, falsification and damage due to willful acts or negligence.

1. A systematic framework shall be established to maintain and manage information security and its role and responsibility shall be determined.
2. All information shall be used only for the purpose of achieving business goals, and any use for other purposes, personal use or use by others shall be prohibited.
3. Information security related regulations shall be formulated and maintained, and all employees shall be provided with periodic educational opportunities and training.
4. For preparation against information security incidents or accidents, a framework to promptly take effective measures shall be established, and the procedures shall also be developed.
5. For preparation against disasters, accidents or other events, a business continuity plan shall be created and information security shall be ensured.
6. Laws, regulations and contractual obligations concerning information security shall be observed.

7. Self-inspections and internal audits shall be performed to confirm compliance with information security related regulations and verify the reasonableness and effectiveness of management measures for ensuring information security, and identified issues shall be corrected.
8. To prevent information leakage, human rights abuse and illegal acts caused by employees' use of social media, rules for use of social media shall be created, and employees shall be educated through training.

11. Management of Personal Information

Protection of personal information is a major issue and social responsibility to be fulfilled in the course of business and shall be treated as an obligation to be performed by all executives and employees. It shall be ensured that all executives and employees shall perform their work in an appropriate manner.

1. Personal information shall not be used for purposes other than those specified, and an individual's consent is required before using personal information beyond the scope of use purposes.
2. A systematic framework to protect personal information shall be established and its role and responsibility shall be determined.
3. Personal information shall be obtained, managed, used and provided in a proper manner in compliance with laws and regulations.
4. Any incident or accident leading to leakage of personal information shall be immediately reported to relevant institutions and the appropriate people of Ito-Yokado, and necessary measures shall be taken to prevent the spread of damage.

12. Quality Control and Ethical Response

To make people live prosperously and healthy in society, safety, reliability, innovation and high quality shall be sought, and efforts shall be made to provide customers with satisfactory products and services. To deliver safe, reliable and ethical products to final consumers, compliance with the quality standards of Ito-Yokado and the matters set forth below shall be sought:

1. Responsibilities for respecting and protecting human rights, providing remedies, paying careful attention to employment and the working environment, and conserving the global environment shall be performed in the process of procuring raw materials, manufacturing, producing, shipping, providing to final consumers and disposing waste in order to provide products and services.
2. Quality and labeling standards set forth in the country of production and country of sale shall be observed.
3. Products and services shall be developed and provided with a focus on customers' needs and efforts shall be made to improve the quality of products or services enough to satisfy final consumers.
4. Laws and social norms shall be observed with a high sense of ethics about the development and provision of products and services.
5. Final consumers shall be provided with necessary information concerning products or services in an appropriate and understandable way.
6. It shall be ensured that products and services which are intended for children or likely to be used by children are safe and not mentally, morally or physically harmful to them.

13. Relationship with Local and International Communities

Human rights, environment, cultures, religions and customs, etc., of countries and regions where businesses are carried out shall be respected, and development of a sustainable society shall be worked towards.

1. There shall be an understanding of various social issues in international and local communities through dialogues, and contribution to the solution of these issues through cooperation, collaboration and business operations, among others shall be given.
2. Business activities that put local residents' lives in danger or harm their health shall not be conducted.
3. There shall be no association with anti-social forces such as armed groups, criminal organizations, terrorist organizations, gangs, gang members, companies/groups related to gangs, corporate extortionists (sokaiya), social movement/political activity racketeers special intelligence violence groups, or other persons or groups providing funds or benefits to anti-social forces.
4. Measures not to have any relationship with anti-social forces shall be taken, and it shall be confirmed that all companies with which the suppliers of business partners make transactions are not anti-social forces. Each contract shall contain the provisions concerning the elimination of anti-social forces.
5. There shall be no involvement in disputes or crimes in transactions, such as becoming a source of funding for anti-social forces.

14. Anti-corruption and Fair Business Practices

Transactions shall be conducted in a fair, transparent, and appropriate manner, as well as under free competition. Appropriate and healthy relationships with political bodies and government agencies shall be maintained.

1. There shall be no involvement in any form of corruption including blackmail and bribery.
2. Any gifts, funds, rewards, compensations or other benefits that may lead to fraud, illegal acts or breach of trust shall not be provided or received directly or indirectly in the course of business.
3. Policies and training systems for anti-corruption shall be developed.
4. Free and fair competition shall be respected, and relevant laws and regulations such as the Anti-Monopoly Act and internal rules shall be complied with.
5. Transactions shall be conducted on appropriate terms and conditions pursuant to sound business practices and no personal gain or benefit shall be accepted.
6. Our business partners shall comply with the laws and regulations of each country and maintain appropriate relationships with political bodies and government agencies when providing political contributions, gifts, entertainment or monetary benefits to domestic or foreign government officials, or other persons analogous thereto.

15. Protection of Intellectual Property

1. Intellectual property rights held by or belonging to one's own company shall be protected and looked after to prevent their infringement by any third party.
2. There shall be no engagement in any infringement of rights, for example, unauthorized acquisition or use of intellectual property such as third party's patents, utility models, designs, trademarks, copyrights, and trade secrets, unauthorized use of software and unauthorized copying of books and information through a variety of media, etc.

16. Export and Import Management

1. All relevant laws and regulations regarding the export and import of products and raw materials shall be complied with.
2. There shall be no connections with countries and regions, organizations or individuals that are subject to international economic sanctions regarding the provision of funds and goods for products and raw materials, or wages as consideration for labor.
3. Due diligence must be conducted to confirm that the raw materials contained in products do not cause or contribute to serious human rights violations, environmental destruction, corruption, or conflict in conflict zones or high-risk areas.

17. Development of Whistle-blowing Systems

A framework shall be established to properly deal with matters reported from inside or outside the company in connection with fraud committed by an organization or individual and consultations related to the fraud, and efforts shall be made to proactively prevent human rights violations and fraud, achieve early detection and correction of them, and ensure thorough protection of human rights and maintenance of compliance. Efforts shall be made to protect whistleblowers so that no retaliatory action is taken against them for having made a report.

18. Disaster Preparedness

For preparation against disasters, proactive measures shall be implemented to ensure the safety of employees and local residents which is the highest priority and to minimize damage. A business continuity plan shall be created to minimize damages to business assets and enable continuity of business operations or early recovery to normal business operations, and periodic simulations shall be performed to review the plan.

19. Development into Supply Chain

Our business partners shall strive so that their suppliers understand and act in accordance with the Business Partner Action Guidelines, and provide support and undertake corrective action as necessary from time to time.

20. Monitoring

Monitoring is intended to “provide our customers with safety and reliability,” “maintain mutually beneficial relationships with business partners” and “promote the Business Partner Action Guidelines.” We sincerely request that our business partners provide assistance in monitoring.

1. In the event monitoring to verify compliance with Business Partner Action Guidelines occurs, Business Partners shall cooperate.
2. There shall be appropriate preparation and maintenance of evidential documents and performance records supporting their compliance with the Business Partner Action Guidelines.
3. Such documentation shall be disclosed and shared if requested to do so by Ito-Yokado.
- 4.. If non-compliance with the Business Partner Action Guidelines is found through monitoring, measures to correct and rectify it shall be taken.

Formulated on September 1, 2025