

NEW

Realization of Customers' Healthy/Safe/Secure Life



Well-Being Life
of customers and suppliers

2030 KGI

Realize a Future-oriented Well-Being Life That Satisfies the Mind and Body of Customers

We suggest Well-Being Life that is unique to each customer and a fulfilling and exciting future by providing high quality and comfortable products and services that support the both mentally and physically healthy and safe lives of customers.

Background and our view

Triggered by the COVID-19 pandemic, consumers' values and lifestyles have changed significantly, and there are growing needs for products and services that provide solutions for environmental and social issues and enhance health. Against the backdrop of these changes in the external environment, we will strengthen our effort to realize customers' health, safety and security as our new materiality issue.

2030 KPIs

- Expand ethical consumption in overall lifestyle
- Provide excitement to daily life and create new customer experiences by expanding the entertainment and wellness businesses
- Customer awareness and sympathy for the Group's sustainability activities: 80%

Measures to achieve KPIs by 2030

- Strengthen the offering of certified products
- Launch a wellness business
- Strengthen hybrid entertainment (live + digital)
- Conduct customer sustainability questionnaire surveys

2030 KGI

Create Safe, Secure, and Resilient Stores with an Eye on the Future

We will address disaster prevention, infection risks and BCP (business continuity plan) to increase the resilience of our stores. At the same time, by building operational systems that utilize digital technologies, we will create new customer touch points with consideration for safety and security and promote the creation of stores that meet the expectations of society.

Background and our view

Through the COVID-19 pandemic, there are growing needs for safety and security with the aim of preventing infections. The Group will actively work on contactless communication so that customers can enjoy shopping in a safe and secure way.

2030 KPIs

- Create highly resilient stores by adopting the latest technologies to prevent disasters and epidemics and provide comfortable spaces that give consideration to health

Measures to achieve KPIs by 2030

- Provide BCP training periodically
- Transition to a cloud-based system in BCP
- Establish cashless payment
- Expand OMO (Online Merges with Offline) shopping