

Business Partner Help Line (for consultations and reporting)

About the Seven & i Holdings Business Partner Help Line

To provide safe and reassuring products and services to customers, Seven & i Holdings established the Seven & i Holdings Business Partner Help Line, operated by IntegreX Inc., a third-party organization, to provide consultations and receive reports in order to discover problems at an early stage and prevent problems.

The help line receives inquiries and opinions from business partners of Seven & i Holdings and Group companies, and we strive to implement improvements rapidly to ensure fair trade.

Details of Consultations and Reports

Violations of laws and regulations, unfair trade practices, alteration of the site of origin or manufacturing date of products, and other conduct that results in a loss of confidence by customers or society

People Who Can Use the Help Line

Officers, employees, part-time workers, and former employees of the business partners of Seven & i Holdings and Group companies

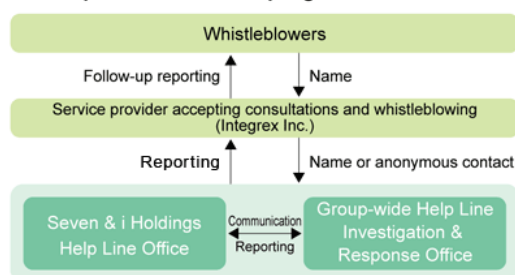
Maintenance of Confidentiality

IntegreX and Seven & i Holdings entered into a service outsourcing agreement and confidentiality agreement. The privacy of all people who consult or submit reports is respected and the details of consultations and reports are not disclosed or divulge to third parties.

Prohibition of Disadvantageous Treatment

People who use the help line for consultations or reports are not subject to any disadvantageous treatment by Seven & i Holdings and Group companies on the grounds of such use.

Flow of procedures for accepting consultation



Leaflet

Business Partner Help Line (for consultations and reporting)

- When using the help line, please state your name and employer so that your identity can be confirmed in order to receive subsequent inquiries or provide

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- Upon request by callers, name, employer, and other information will be kept confidential by the third party consultation organization, which will submit an
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▶ [How to request a consultation or make a report](#) (156 KB)

The help line receives inquiries and opinions from business partners of Seven & i Holdings and Group companies, and we strive to implement improvements rapidly to ensure fair trade.

Message from the President

Details of Consultations and Reports

Basic policies of CSR initiatives

Violations of laws and regulations, unfair trade practices, alteration of the site of origin or manufacturing date of products, and other conduct that results in a loss of confidence by customers or society

Human Rights Initiatives

People Who Can Use the Help Line

Response to TCFD Recommendations

Officers, employees, part-time workers, and former employees of the business partners of Seven & i Holdings and Group companies
CSR Management System

Maintenance of Confidentiality

Social Contribution Activities

IntegreX and Seven & i Holdings entered into a service outsourcing agreement and confidentiality agreement. The privacy of all people who consult or submit reports is respected and the details of consultations and reports are not disclosed or divulge to third parties.

Overseas Initiatives

Prohibition of Disadvantageous Treatment

Anti-Corruption Guidelines

People who use the help line for consultations or reports are not subject to any disadvantageous treatment by Seven & i Holdings and Group companies on the grounds of such use.

▶ [Business Partner Action Guidelines](#)

▶ [Business Partner Help Line \(for consultations and reporting\)](#)

Index for Researchers

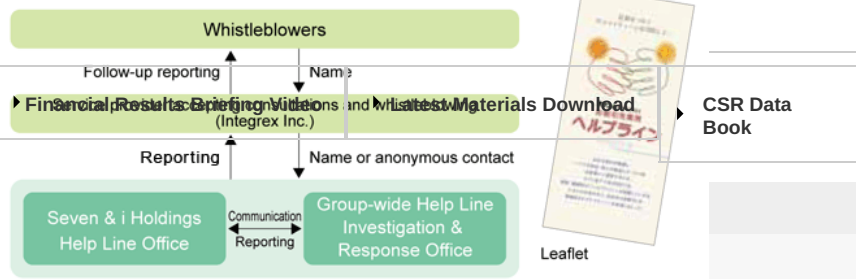
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Editing

CSR Data Book

Flow of procedures for accepting consultation



Requests



Corporate Profile PDF (4.7MB)



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