## FRANCHISEE SUPPORT AT 7-ELEVEN

SEVEN-ELEVEN JAPAN CO., LTD. (Head Office: Chiyoda-ku, Tokyo / President: Kazuki Furuya) has decided to revamp its system of support for franchisees. It will clarify its existing initiatives and introduce new measures to reflect broader societal changes.

Since its foundation, Seven-Eleven Japan has sought Co-existence and Co-prosperity with franchisees that precisely meets the needs of customers and society at large. By operating round-the-clock, 7-Eleven stores offer customers goods and services, while also engaging closely with local communities serving as an essential daily life infrastructure. This approach has cultivated customer trust and confidence.

Seven-Eleven Japan has reminded its franchisees of the existing franchisee support measures, and it is also establishing new measures to reflect new demographic changes such as the shrinking and aging population.

Seven-Eleven Japan will continue its efforts to provide stores that are "Close and Convenient" for customers and communities.

## Outline of franchisee support initiatives

Existing support services: "Owner Help System" and "Staffing Center"	
Owner Help System	"Owner Help System" is a temporary replacement service. When
	franchisees cannot operate their store due to unavoidable circumstances,
	Seven-Eleven Japan sends staff to temporarily replace them.
Staffing Center	"Staffing Center" is a system of staffing support that consolidates
	franchisees' staffing requirements, relays the information to staffing
	agencies, and provides prior training.
	These staffing services are outsourced to TSUNAGU SOLUTIONS Inc.,
	a company specializing in part-time placements.

## Close some corporate stores at night on a trial basis

The environment surrounding stores has changed, and the country's demographic structure is set to undergo further shifts in the future. In view of this, the company will begin reducing operating hours of its directly run corporate stores on a trial basis.

The shorter hours operation will commence in after mid-March at ten corporate stores, each of which represents a different set of conditions. The company will analyze the results, including the effects on customer convenience, staff, operational and logistical efficiency, and financial result.

## From March 4 (Mon): Establish a labor-saving project to boost store efficiency

The company will consolidate each of its department's labor-saving initiatives into an integrated project to boost productivity.

Seven-Eleven Japan will continue holding dialogues with its franchisees to identify further ways to support them.