

Lawson takes up challenges repeatedly in its commitment to participating in the local community and realizing a carbon-free society.

1 Providing the community with convenience, safety and security through our stores

Community revitalization agreements with local governments

Having concluded comprehensive agreements with local governments throughout Japan, Lawson is collaborating with them in programs aimed at revitalizing local communities and creating community environments in which everyone can lead a comfortable life. As of the end of June 2020, we were cooperating with 65 local governments (45 prefectural and 20 municipal governments) in a wide variety of projects. The list includes welfare and child-rearing support such as provision of hot water for baby milk, product development leveraging use of local specialties and seasonal ingredients, crime prevention activities, environmental improvement through greening and cleaning activities, and disaster response measures such as supply procurement and provision of support for people who are stranded away from home. In addition to all these, some stores have formed tie-ups with local governments to serve as antenna shops to promote recommended local products and provide tourist information.



Administrative services available at Lawson

Customers can get various forms of government-issued documents with the My Number Card, or Basic Resident Register Card at Lawson stores throughout the country. Currently, this service is available in 749 cities, wards, towns, and villages (as of July 6, 2020) accounting for 70 to 80% of the nation population. The in-store multi-functional copier can be used to print out copies of residence certificates, seal registration certificates, tax payment certificates, family register certificates, copies of supplementary family register etc.*

*The public services available at Lawson stores vary depending on the local municipality



Delivering shopping excitement to customers Mobile sales services

We visit marginal villages, elderly facilities, companies, factories, etc. in remote areas from our stores by mobile sales vehicle to sell food products, daily goods, and assorted items there. As part of our “community watch service,” we spontaneously communicate with senior people using our mobile sales services in collaboration with local governments and others. Lawson delivers to customers shopping excitement as well as products.



Easy, convenient procedures for obtaining insurance

Community residents can easily apply for insurance using an in-store Loppi multimedia terminal at a nearby LAWSON store. They can obtain single-day automobile insurance for as little as 500 yen a day when planning short-term motor vehicle use, for instance, receive motorcycle liability insurance along with a license plate validation sticker on the spot, and even obtain bicycle insurance, which is now becoming mandatory throughout Japan. Whenever a customer takes out one of these three types of insurances, one yen from the premium is donated to a non-profit organization for the support of children orphaned by traffic accidents and other transportation-related events.



Participation in Safety Station activities

The convenience store industry has faced a growing number of demands from society in recent years for actions across the range from crime prevention, disaster response and safety measures to sound, healthy development of young people.

The Lawson Group is responding by participating actively in the Safety Station activities (SS activities) of the Japan Franchise Association, cooperating with efforts to implement safe, secure community development, and working to ensure a wholesome youth environment. We are also taking measures to prevent robbery and special fraud, protect women and children who feel threatened, and safeguard confused elderly residents who wander away from home.

Lawson's pursuit of these efforts earned commendations from local police for 392 instances of special fraud prevention at its stores in fiscal 2019.

2019 response status

Sheltering frightened women	1,163 stores	At least 1,636 instances
Sheltering frightened children	560 stores	At least 829 instances
Safeguarding seniors	2,166 stores	At least 3,881 instances
Preventing scams (wire fraud, etc.)	1,916 stores	
Encouraging young people to go home during late-night hours	7,802 stores	



2 Launching the “Surprise ‘Whew!’ kindness project” to promote environmentally-friendly lives

Concern for the global environment is one of the most pressing issues facing us in today’s society as we look to the future.

Lawson initiated this environmental friendliness project in July 2020 with the aim of alleviating environmental problems by proposing “Earth-friendly (community-friendly) living” while responding to innumerable requests from customers.

Lawson’s efforts to contribute to the SDG vision include promoting efforts to address environmental issues by such means as lessening the use of plastic shopping bags, containers and packaging; cutting food loss; and reducing CO₂ emissions, while achieving Lawson’s 2030 targets (KPIs).



● Goals for 2030 (KPI)

Reducing plastic

Plastic for containers and packaging	Lawson’s original products Eco-friendly materials	Plastic shopping bags
Reduce by 30% V. 2017 levels		Reduce by 100%
50% used		

Reducing food waste

Reduce by **50%**
V. 2018 levels

Reducing CO₂ emissions

CO₂ emissions per store
Reduce by **30%**
V. 2013 levels

3 Reduced use of plastics

Goal for 2030 (KPI)	Plastic containers and packaging Reduction of 30% from 2017	(Adoption of original product packaging using 50% eco-friendly materials)
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■ Reducing plastic use for packaging

We strive to replace plastic packaging items with paper ones, and reduce the volume of plastic waste while retaining the taste and quality of our original products. Also, we are committed to reducing plastic use by utilizing plastic packaging items partly made from plant-derived materials.



MACHI café

Switching to paper cups for MACHI café iced coffee (Size S)

- Switching to paper cups from plastic ones
- Switching to lids with a sip-thru hole that allows customers to drink their beverages without the need for a straw



Switching to paper containers for all original yogurt drinks

- Changing the containers of all products from plastic to paper (excluding the lids)
- Switching to straws containing plant-derived materials

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Selling boxed meals using paper containers

- Reducing plastic use by 70% (approximately 18g) per container compared to plastic containers



Changing the wrapping materials for rice ball products

- The specifications of plastic materials have been changed for the wrapping of all hand-rolled rice ball products, some directly wrapping rice ball products, and one rice ball product sold with other products in a bundle. The existing plastic materials have been replaced with those containing plant-derived materials, and the thickness of the wrapping sheet has also been reduced



Changing the wrapping materials used for sandwich products (all triangular-shaped sandwich products)

- Reducing plastic use for wrapping by approximately 0.3g per product in addition to changing the package to a simpler design



Redesign of original cold drink containers

- Reducing plastic use by removing the plastic lids from the containers



Switching to recycled PET material-based containers for chilled noodle products

- Changing the plastic materials used for some types of chilled noodle containers from standard PET materials to those containing recycled PET materials made from collected PET bottles

■ Charge for plastic shopping bags

Effective July 1, 2020, it is mandatory for stores throughout Japan to charge for plastic shopping bags as part of the national policy of preserving the global environment. Besides complying with this policy by charging for shopping bags, Lawson is producing bags with a mix of approximately 30% plant-derived materials to reduce the use of plastics. We have been working since fiscal 2007 to popularize reusable bags that hold a PET bottle and a boxed meal neatly with the aim of encouraging customers to bring their own bags. As of fiscal 2019, we had distributed approximately 5.41 million of these innovative bags.



4 Reduced food loss

Goal for 2030 (KPI) Reduction of food waste by **50%** from 2018 level

Recycling of unsold food

The daily volume of unsold food products, and that of the food oil (oil waste) used for deep-fried food products is 5.9 kg and 2.5 kg, respectively at one Lawson store.

In order to reduce food waste, we optimize the number of purchases, offer discounts to sell up, and deliver unsold food products to recycle plants to have them recycled for feedstuffs or fertilizers. Oil waste is also recycled for nutritional additives to feedstuffs, biodiesel, etc. The recycling ratio of food and other waste achieved through these efforts reached 50.2% in fiscal 2019.

Donating the surplus stock of original products on a regular basis

Lawson has periodically donated to the Japan Food Bank Promotion Group original sweet products, processed foods*, etc. that missed the delivery deadlines to stores since August 2019. The number of products we have donated is about 155,000 in total as of the end of April 2020. The donated products are delivered to food bank bodies across Japan, from which they are provided to families who need food aid, Children's Cafeterias, orphanages, facilities for the disabled, etc.

*Food products are delivered for donation much earlier than their best-before dates.



5 Reduced CO₂ emissions

Goal for 2030 (KPI) Reduction in CO₂ emissions per store by **30%** from 2013

Introduction of CO₂ refrigeration systems

Lawson employed highly energy-efficient CO₂ refrigeration systems in 2010. Approximately 3,700 stores have installed the systems (as of the end of February 2020). These systems use CO₂ refrigerants whose impact on global warming is said to be about 1/4,000 compared to CFCs, and therefore can materially reduce greenhouse gas emissions. Also, they are very energy-efficient, and can reduce electricity use by 12% per store.



CO₂ refrigerant cooling/refrigeration system

Deployment of eco-friendly model stores

Lawson established eco-friendly model stores equipped with leading-edge technologies. We introduce to new stores only the facilities that have been proved to be highly energysaving and energy creation by the tests and verifications conducted at these model stores. At the model store that was launched on Keio University Shonan Fujisawa Campus in September 2019, all the refrigerators and freezers available there are CFC-free. It is the first Lawson store to have all its refrigeration systems CFC-free.



Changing the company car for the Supervisor (SV) to an EV made it possible to create a two-way power flow between the EV and the store by only connecting the EV to the EV charger with no need for in-store operation

Implementation of "Ten Energy-saving Rules" at the stores

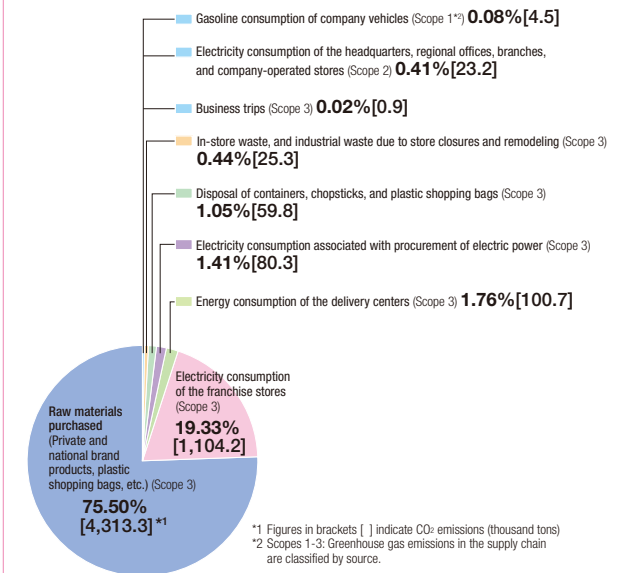
Lawson has established the "Ten Energy-saving Rules" to improve the operational efficiency of in-store refrigeration and air-conditioning systems, and reduce the total amount of electricity used. Based on these rules, we perform maintenance duties such as adjusting the set temperature, and cleaning filters at each store.



CO₂ emissions generated by our supply chain for fiscal 2019

CO₂ emissions in total **Approx. 5,712.2 thousand tons**

Method of calculating greenhouse gas emissions in the supply chain
Calculated based on the Basic Guidelines on Accounting for Greenhouse Gas Emissions throughout the Supply Chain, Ver.1.0, explanations by industry (retail industry).



*1 Figures in brackets [] indicate CO₂ emissions (thousand tons)
*2 Scopes 1-3: Greenhouse gas emissions in the supply chain are classified by source.