

Operational Support Initiative Examples

The ITOCHU Group cooperates to provide multifaceted support for the efficient operation of FamilyMart's domestic network of approximately 16,500 stores that goes beyond product sales, services, and routine store operations.

System development	■ ITOCHU Techno-Solutions Corporation Support operational efficiency through development of operational systems
Electricity supply	■ ITOCHU Plantech Inc. By supporting efficient procurement through a high-voltage receiving service, help stores reduce their electricity costs
Construction materials	■ ITOCHU KENZAI CORPORATION
3Rs+W service* * Reduce, reuse, recycle, and waste management	■ ITOCHU Metals Corporation Develop a nationwide network of partners to provide store fixture maintenance, reuse, recycle, and waste management services
Contact centers	● BELLSYSTEM24, Inc.
Leasing of store fixtures	● Tokyo Century Corporation

Linking supply chain data

By linking data, optimize ordering, inventories, and distribution, making the value chain more efficient as continuous efforts to "cut."

Wholesale / Logistics

Intermediate Distribution Example

The ITOCHU Group is collaborating to handle logistics to individual stores.

Wholesale / Logistics	■ NIPPON ACCESS, INC. Provides the majority of logistics services for food and non-food products for FamilyMart stores through approximately 550 distribution locations around Japan
Delivery van	● NIPPON CAR SOLUTIONS CO., LTD. (Tokyo Century Group)



NIPPON ACCESS, INC., supporting an industry-leading store network

Areas of Focus in Joint Initiatives with FamilyMart

- Building a new convenience store model in response to changing lifestyles
- Promoting efforts to reduce food losses and amount of plastic used
- Taking advantage of new technologies to lower store and headquarters costs
- Boosting efficiency of the supply chain further through such moves as expanding the scope of data linkage
- Developing new businesses in areas such as advertising / marketing and financial services by leveraging purchasing information and customer contact points
- Accelerating development in China and other parts of Asia



Service Initiative Examples

The ITOCHU Group is working in coordination to provide customers with a broad range of services closely related to their daily lives.

Financial / insurance services	Famima T Cards	■ POCKET CARD CO., LTD.
	Motorbike liability insurance, One-day automobile insurance	▲ ICT & Financial Business Company
Other services	POSA cards	■ CONEXIO Corporation
	Famiport coupons	▲ ICT & Financial Business Company



Famima T Card, issued by POCKET CARD CO., LTD.