

Stakeholder Engagement

Guided by its corporate principle of “the customer matters most,” the PPIH Group is contributing to the development of society, and consequently the realization of a sustainable society, through its business activities. These efforts are supported by stakeholder engagement, through which we seek to gain an understanding of social changes, issues, and needs in order to help resolve these issues through quick action.

Furthermore, we respect the basic human rights of all stakeholders and aspire to grow together with society as a highly ethical and well-meaning company. The PPIH Group develops its operations around the world. Contributing to local communities through our business activities is thus one of our corporate responsibilities. We are therefore engaged in a variety of activities focused on building good relationships with local communities.

Contributions to Building Local Communities and Resolving Health Issues of Senior Citizens

Depopulation and population aging are draining the life from regional communities. Seeking to address this issue by helping invigorate such communities, we have held a Meguro River cherry blossom viewing event on the roof of our head office in Naka-Meguro, Tokyo each year since 2010. In 2019, this event took place over a 14-day period spanning from late March to early April, during which approximately 4,200 individuals—including guests from local senior citizen facilities, neighborhood associations, and business partners (suppliers)—visited to enjoy the cherry blossoms from the head office balcony.

In addition, UNY conducts a dementia café program (Orange Café) to provide opportunities for individuals suffering from dementia, members of their families, local community members, and others concerned about dementia to casually gather to make acquaintances and share information. Taking place at four stores, this program is conducted jointly with municipal

government agencies and local community support centers to assist individuals diagnosed with dementia and members of their families in addressing issues regarding the initial steps for receiving care, such as knowing who to consult.



Meguro River cherry blossom viewing event



Dementia café program held at Apita Chiyoda-Bashi store

Establishment of “Donkids” In-Store Daycare Centers

The number of people hoping to place their children in daycare centers is rising as work styles grow more diverse and women increasingly take part in the workforce. However, the number of daycare centers in Japan is insufficient for meeting this demand, causing issues in the form of long waiting lists for daycare entry. Government measures and new systems are resulting in gradual improvements to these issues, but there are still an estimated 17,000 children awaiting entry into daycare across Japan (as of April 1, 2019).*

To address this issue, we have established “Donkids” in-store daycare centers for employees at five MEGA Don Quijote locations. Going forward, we will continue to work toward the elimination of children waiting for daycare slots and help create a child-raising environment that integrates communities, daycare centers, and stores.

* Source: Report on the status related to day-care centers, etc., Ministry of Health, Labour and Welfare



Venue for Providing Sustainability Education to the Children Who Will Shape the Future

Aspiring to help children acquire greater insight into what it means to have a job and associated responsibilities, the Shoiku® Project—an in-store learning opportunity that enables children to experience the joy of working and to gain a sense of responsibility through retail—is being implemented at all domestic PPIH Group stores. In the fiscal year ended June 30, 2019, stores welcomed 1,937 children, mostly elementary and junior high school students, from 230 schools.

UNY, meanwhile, dispatches employees to schools to conduct original classes that provide a fun, hands-on opportunity for children to learn about the United Nations Sustainable Development Goals and environmental issues and how they relate to them. Based on the theme of “eco-friendly shopping and the Sustainable Development Goals,” these classes help

foster the children who will shape the future through education on recycling initiatives as well as craft projects using recycled materials to help children understand how shopping at their local supermarket can be made friendlier to the environment. In 2019, these classes were held for around 900 students at 16 elementary and other schools.



Children making original, handwritten POP cards



Dispatch class conducted by UNY employee

Coordination with Local Communities in Times of Disaster

The PPIH Group engages in proactive disaster-relief activities. In addition, we have utilized our nationwide store network to form agreements with local communities, based on which we are stepping up coordination to ensure swift and smooth response measures should a disaster strike. At present, UNY has formed comprehensive agreements with six prefectures:

Aichi Prefecture, Gifu Prefecture, Mie Prefecture, Ishikawa Prefecture, Chiba Prefecture, and Kanagawa Prefecture. In addition, Don Quijote stores have arranged agreements with Yachiyo City, Chiba Prefecture; Hadano City, Kanagawa Prefecture; Kofu City, Yamanashi Prefecture; and Hasuda City, Saitama Prefecture.

Agreement with Hadano City, Kanagawa Prefecture to Procure and Supply Relief Items and Support Individuals Who Are Forced to Walk Home in the Event of a Disaster

The PPIH Group has concluded an agreement with Hadano City, Kanagawa Prefecture for the procurement and supply of relief items for use by residents in the event of a disaster. In addition, the agreement contains provisions of smooth and swift support for individuals who are forced to walk home due to disruptions to public transportation or other reasons.

1 Supply of Relief Items

Stores located within Hadano City shall supply food, daily necessities, and other basic living items as well as any items necessary for response measures at times of disaster.

2 Support for Individuals Who Are Forced to Walk Home

Stores located within Hadano City shall provide access to rest spaces, restrooms, and drinking water as well as information via television, radio, or other forms of media to individuals who are forced to walk home.



Heat Illness Prevention Awareness Project

Since 2015, we have been involved in a heat illness prevention awareness project, organized by public- and private-sector entities in conjunction with the Ministry of the Environment, to provide greater comfort, peace of mind, and enjoyment to customers on shopping excursions. Specific examples of our involvement in this project include displaying heat stress index figures provided through the Ministry of the Environment’s heat illness prevention information website on in-store monitors and other efforts to raise awareness among customers.

In 2019, the fifth year of our involvement in this project, we extended our initiatives to the Apita, Piago, and MEGA Don

Quijote UNY stores operated by UNY and UD Retail. We are using in-store announcements, POP cards, posters, and various other approaches to highlight the importance of preventing heat illness at all applicable stores.

