



Rakuten Group, Inc.

2024 CDP Corporate Questionnaire 2024

Word version

Important: this export excludes unanswered questions

This document is an export of your organization's CDP questionnaire response. It contains all data points for questions that are answered or in progress. There may be questions or data points that you have been requested to provide, which are missing from this document because they are currently unanswered. Please note that it is your responsibility to verify that your questionnaire response is complete prior to submission. CDP will not be liable for any failure to do so.

[Terms of disclosure for corporate questionnaire 2024 - CDP](#)

Contents

C1. Introduction

(1.1) In which language are you submitting your response?

Select from:

English

(1.2) Select the currency used for all financial information disclosed throughout your response.

Select from:

JPY

(1.3) Provide an overview and introduction to your organization.

(1.3.2) Organization type

Select from:

Publicly traded organization

(1.3.3) Description of organization

Since the foundation of Rakuten in 1997, innovation has been at the core of who we are. With the mission of "contributing to society through innovation and entrepreneurship," and in line with our vision as a Global Innovation Company, we engage in a broad range of businesses that provide online and off-line services, including e-commerce, travel, fintech, digital contents and communications, as well as credit cards, banking, securities, insurance, electronic money and even professional sports. By using these services – whether shopping, streaming content, banking, or others– members can earn our loyalty points called Rakuten Points which can be used for payment to enjoy our services. This way, Rakuten is linking its diverse services through a common membership and loyalty program, and has created a unique Rakuten ecosystem. The ecosystem maximizes the lifetime value of each Rakuten member and drives growth of gross transaction value (GTV), which reached JPY40 trillion in 2023. About 1.8 billion members are registered across the globe, including over 100 million members based in Japan. With regard to climate change, as most of our services are provided over the internet, the scope 2 emissions of the Rakuten Group are predominantly due to our consumption of electricity (mobile network, data center, etc.) and our scope 1 emissions are in comparison small. As part of our measures against climate change, Rakuten Group, Inc. joined the international RE100 initiative in 2019. Since FY2021, Rakuten Group, Inc. has successfully run its operations on 100% renewable electricity. In FY2023, Rakuten Group has achieved net-zero Scope1 and market-based Scope2 greenhouse gas emissions, from Rakuten Group business operations, including consolidated subsidiaries. To achieve carbon neutrality, the company implemented a comprehensive strategy of energy efficiency activities and renewable energy adoption at each Group company. For remaining emissions that could not be eliminated through these measures, the company invested in carbon offset projects. As

for water security, as most of our services are provided over the internet, related risks are largely due to water use in offices and data centers. We are measuring water usage to determine the exact impact Rakuten has on water security. Regarding biodiversity, our products and services are supported by the richness and diversity of natural ecosystems. At every step of our value chain, we strive to identify, mitigate and eliminate any adverse impact on ecosystems and help preserve the natural environment. For example, the 3Rs (reduce, reuse, recycle) resource management method is used to help reduce materials that end up in landfills. In terms of forest-risk, the most relevant services are those procuring branded packaging materials made of paper/wood, either primary or secondary packaging ("Rakuten Mobile", "Rakuten Farm", "Rakuten Books", "Rakuten Fashion" and so on). Our involvement in forest risk commodities is limited as most of our businesses do not sell or procure substantive products, but we recognize our influence and responsibility as a platform provider. We take efforts on the mainstreaming of sustainable sourcing, production, and consumption among third-party merchants and consumers. With respect to plastic, some of our products are made of, contain or are packaged in plastics (telecommunication devices for "Rakuten Mobile", e-reader devices for "Rakuten Kobo", primary packaging of fresh foods for "Rakuten Farm", and plastic cards for "Rakuten Bank", "Rakuten Card", and "Rakuten Point Card", etc). Like paper/wood, plastic amount is not substantive, but we recognize our influence and responsibility and strive to reduce our negative impact.

[Fixed row]

(1.4) State the end date of the year for which you are reporting data. For emissions data, indicate whether you will be providing emissions data for past reporting years.

	End date of reporting year	Alignment of this reporting period with your financial reporting period	Indicate if you are providing emissions data for past reporting years
	12/31/2023	Select from: <input checked="" type="checkbox"/> Yes	Select from: <input checked="" type="checkbox"/> No

[Fixed row]

(1.4.1) What is your organization's annual revenue for the reporting period?

2071315000000

(1.5) Provide details on your reporting boundary.

	<p>Is your reporting boundary for your CDP disclosure the same as that used in your financial statements?</p>
	<p>Select from: <input checked="" type="checkbox"/> Yes</p>

[Fixed row]

(1.6) Does your organization have an ISIN code or another unique identifier (e.g., Ticker, CUSIP, etc.)?

ISIN code - bond

(1.6.1) Does your organization use this unique identifier?

Select from:

Yes

(1.6.2) Provide your unique identifier

US75102WAK45

ISIN code - equity

(1.6.1) Does your organization use this unique identifier?

Select from:

Yes

(1.6.2) Provide your unique identifier

JP3967200001

CUSIP number

(1.6.1) Does your organization use this unique identifier?

Select from:

Yes

(1.6.2) Provide your unique identifier

75102WAK4

Ticker symbol

(1.6.1) Does your organization use this unique identifier?

Select from:

Yes

(1.6.2) Provide your unique identifier

4755 JP Equity

SEDOL code

(1.6.1) Does your organization use this unique identifier?

Select from:

Yes

(1.6.2) Provide your unique identifier

6229597

LEI number

(1.6.1) Does your organization use this unique identifier?

Select from:

Yes

(1.6.2) Provide your unique identifier

529900IMXUCQKUL1H943

D-U-N-S number

(1.6.1) Does your organization use this unique identifier?

Select from:

Yes

(1.6.2) Provide your unique identifier

693928991

Other unique identifier

(1.6.1) Does your organization use this unique identifier?

Select from:

No

[Add row]

(1.7) Select the countries/areas in which you operate.

Select all that apply

Japan

Canada

France

Singapore

Luxembourg

Taiwan, China

- Israel
- Germany

- United States of America
- United Kingdom of Great Britain and Northern Ireland

(1.8) Are you able to provide geolocation data for your facilities?

	Are you able to provide geolocation data for your facilities?	Comment
	<i>Select from:</i> <input checked="" type="checkbox"/> No, not currently but we intend to provide it within the next two years	

[Fixed row]

(1.22) Provide details on the commodities that you produce and/or source.

Timber products

(1.22.1) Produced and/or sourced

Select from:

- Sourced

(1.22.2) Commodity value chain stage

Select all that apply

- Retailing

(1.22.4) Indicate if you are providing the total commodity volume that is produced and/or sourced

Select from:

- Yes, we are providing the total volume

(1.22.5) Total commodity volume (metric tons)

20730

(1.22.8) Did you convert the total commodity volume from another unit to metric tons?

Select from:

No

(1.22.11) Form of commodity

Select all that apply

Primary packaging

Secondary packaging

(1.22.12) % of procurement spend

Select from:

1-5%

(1.22.13) % of revenue dependent on commodity

Select from:

Less than 1%

(1.22.14) In the questionnaire setup did you indicate that you are disclosing on this commodity?

Select from:

Yes, disclosing

(1.22.15) Is this commodity considered significant to your business in terms of revenue?

Select from:

No

(1.22.19) Please explain

We aggregate the volume of commodity provided by different businesses and services for the Rakuten Group's total commodity volume. The figure of 20,730 tons represents over 98% of our total commodity volume collected. This includes the packaging made of 100% recycled paper. The figure for “% of procurement spend” as well as “% of revenue dependent on commodity” were calculated using estimated cost of the total commodity volume (20,730 tons). The former is calculated based on estimated procurement data of Rakuten Group Inc., the largest entity within the Rakuten Group. The latter represents the ratio of the estimated cost of the total commodity volume (20,730 tons) to the total revenue of the Rakuten Group.

[Fixed row]

(1.24) Has your organization mapped its value chain?

(1.24.1) Value chain mapped

Select from:

Yes, we have mapped or are currently in the process of mapping our value chain

(1.24.2) Value chain stages covered in mapping

Select all that apply

Upstream value chain

(1.24.3) Highest supplier tier mapped

Select from:

Tier 1 suppliers

(1.24.4) Highest supplier tier known but not mapped

Select from:

Tier 2 suppliers

(1.24.6) Smallholder inclusion in mapping

Select from:

- Unknown whether smallholders are relevant, so not included

(1.24.7) Description of mapping process and coverage

Our mapping process starts with the analysis of accounting data and hearing of our different businesses to identify critical suppliers (suppliers involved in the manufacturing of Rakuten-branded products, suppliers with high annual transaction volumes, and suppliers with strategic importance. Critical suppliers go through a yearly assessment focusing on various ESG criteria, in line with the Rakuten Group Sustainable Procurement Code of Conduct for Suppliers. The ESG criteria include climate change, forests, water, plastics, and biodiversity. Also, we analyze packaging data of businesses based in Japan in compliance with Japan's Containers and Packaging Recycling Law. The packaging data notably include paper/cardboard and plastic packaging, and extra hearing is conducted with suppliers to further understand our commodity (timber) value chain.

[Fixed row]

(1.24.1) Have you mapped where in your direct operations or elsewhere in your value chain plastics are produced, commercialized, used, and/or disposed of?

(1.24.1.1) Plastics mapping

Select from:

- No, but we plan to within the next two years

(1.24.1.5) Primary reason for not mapping plastics in your value chain

Select from:

- Not an immediate strategic priority

(1.24.1.6) Explain why your organization has not mapped plastics in your value chain

Our recent efforts have focused on climate change and setting goals for CO2 emission reduction, with sustainable production and consumption as the next priority. In the context of sustainable production and consumption, effective natural resource management is crucial, and addressing plastic issues is a part of this effort. Currently, we are focusing on forest commodities as a natural resource, aiming to understand and reinforce our forest commodity value chain map, as well as improve our related data collection, but we are planning to start the value chain mapping for plastics within the next two years.

[Fixed row]

(1.24.2) Which commodities has your organization mapped in your upstream value chain (i.e., supply chain)?

Timber products

(1.24.2.1) Value chain mapped for this sourced commodity

Select from:

Yes

(1.24.2.2) Highest supplier tier mapped for this sourced commodity

Select from:

Tier 1 suppliers

(1.24.2.3) % of tier 1 suppliers mapped

Select from:

51-75%

(1.24.2.7) Highest supplier tier known but not mapped for this sourced commodity

Select from:

Tier 4+ suppliers

[Fixed row]

C2. Identification, assessment, and management of dependencies, impacts, risks, and opportunities

(2.1) How does your organization define short-, medium-, and long-term time horizons in relation to the identification, assessment, and management of your environmental dependencies, impacts, risks, and opportunities?

Short-term

(2.1.1) From (years)

0

(2.1.3) To (years)

3

(2.1.4) How this time horizon is linked to strategic and/or financial planning

It takes around 0-3 years for the following activities, making this time horizon linked to strategic and financial planning: 1. Development of new businesses with significant environmental impacts (ex: mobile network construction). 2. Improvement of environmental impact understanding, reduction target setting. 3. Launch of first impact mitigation programs in line with reduction plan.

Medium-term

(2.1.1) From (years)

4

(2.1.3) To (years)

6

(2.1.4) How this time horizon is linked to strategic and/or financial planning

It takes around 4-6 years for the following activities, making this time horizon linked to strategic and financial planning: 1. New businesses fully implemented. 2. Long-term environmental impact reduction plan established in detail. 3. Impact mitigation programs launched group-wide.

Long-term

(2.1.1) From (years)

7

(2.1.2) Is your long-term time horizon open ended?

Select from:

Yes

(2.1.4) How this time horizon is linked to strategic and/or financial planning

It takes more than 7 years for the following activities, making this time horizon linked to strategic and financial planning: 1. Mature environmental management. 2. Environmental impacts minimized.

[Fixed row]

(2.2) Does your organization have a process for identifying, assessing, and managing environmental dependencies and/or impacts?

	Process in place	Dependencies and/or impacts evaluated in this process
	Select from: <input checked="" type="checkbox"/> Yes	Select from: <input checked="" type="checkbox"/> Both dependencies and impacts

[Fixed row]

(2.2.1) Does your organization have a process for identifying, assessing, and managing environmental risks and/or opportunities?

	Process in place	Risks and/or opportunities evaluated in this process	Is this process informed by the dependencies and/or impacts process?
	Select from: <input checked="" type="checkbox"/> Yes	Select from: <input checked="" type="checkbox"/> Both risks and opportunities	Select from: <input checked="" type="checkbox"/> Yes

[Fixed row]

(2.2.2) Provide details of your organization’s process for identifying, assessing, and managing environmental dependencies, impacts, risks, and/or opportunities.

Row 1

(2.2.2.1) Environmental issue

Select all that apply

- Water

(2.2.2.2) Indicate which of dependencies, impacts, risks, and opportunities are covered by the process for this environmental issue

Select all that apply

- Dependencies
- Impacts
- Risks
- Opportunities

(2.2.2.3) Value chain stages covered

Select all that apply

- Direct operations
- Upstream value chain

(2.2.2.4) Coverage

Select from:

- Partial

(2.2.2.5) Supplier tiers covered

Select all that apply

- Tier 1 suppliers

(2.2.2.7) Type of assessment

Select from:

- Qualitative and quantitative

(2.2.2.8) Frequency of assessment

Select from:

- More than once a year

(2.2.2.9) Time horizons covered

Select all that apply

- Short-term
- Medium-term
- Long-term

(2.2.2.10) Integration of risk management process

Select from:

- Integrated into multi-disciplinary organization-wide risk management process

(2.2.2.11) Location-specificity used

Select all that apply

- Sub-national
- National

(2.2.2.12) Tools and methods used

Enterprise Risk Management

- Enterprise Risk Management

Databases

- Nation-specific databases, tools, or standards

Other

- Desk-based research
- Materiality assessment
- Partner and stakeholder consultation/analysis

(2.2.2.13) Risk types and criteria considered

Acute physical

- Flood (coastal, fluvial, pluvial, ground water)

Policy

- Poor enforcement of environmental regulation

Liability

- Non-compliance with regulations

(2.2.2.14) Partners and stakeholders considered

Select all that apply

- Customers
- Employees
- Regulators
- Suppliers
- Water utilities at a local level

(2.2.2.15) Has this process changed since the previous reporting year?

Select from:

- Yes

(2.2.2.16) Further details of process

As stated in the Climate Change part, we manage risks and opportunities through the ERM cycle. Related with water security on direct operations, the Environmental Management Promotion Dept. assesses the potential financial impact and opportunities quantitatively by collecting information and data from internal sources, Environmental PICs, as well as external sources such as academic research and databases. This impact is for all time horizons: short, medium, and long term. We plan to further analyze risks and opportunities, including across our supply chain, in the near future. This information is shared with the Risk Management Dept., which integrates all the top risks from the Group and reports to the Group Risk and Compliance Committee, which meets four times a year to discuss Group-wide risks. The most serious risks are reported and discussed at the Board of Directors' meetings. For suppliers, The Rakuten Group Sustainable Procurement Code of Conduct has been developed to encourage them to reduce water withdrawal and properly manage wastewater. Some of Rakuten Group's suppliers have been asked to complete self-assessment questionnaires to ascertain their actual water-related status in relation to the Code of Conduct

Row 2

(2.2.2.1) Environmental issue

Select all that apply

- Forests

(2.2.2.2) Indicate which of dependencies, impacts, risks, and opportunities are covered by the process for this environmental issue

Select all that apply

- Dependencies
- Impacts
- Risks
- Opportunities

(2.2.2.3) Value chain stages covered

Select all that apply

- Direct operations
- Upstream value chain

(2.2.2.4) Coverage

Select from:

- Partial

(2.2.2.5) Supplier tiers covered

Select all that apply

- Tier 1 suppliers

(2.2.2.7) Type of assessment

Select from:

- Qualitative and quantitative

(2.2.2.8) Frequency of assessment

Select from:

- Annually

(2.2.2.9) Time horizons covered

Select all that apply

- Short-term
- Medium-term
- Long-term

(2.2.2.10) Integration of risk management process

Select from:

- A specific environmental risk management process

(2.2.2.11) Location-specificity used

Select all that apply

- Sub-national
- National

(2.2.2.12) Tools and methods used

Commercially/publicly available tools

- Preferred by Nature Sourcing Hub

International methodologies and standards

- Global Forest Watch

Other

- Desk-based research
- Partner and stakeholder consultation/analysis

(2.2.2.13) Risk types and criteria considered

Acute physical

- Wildfires

Chronic physical

- Change in land-use
- Increased ecosystem vulnerability
- Scarcity of land resources

Policy

- Lack of mature certification and sustainability standards
- Poor enforcement of environmental regulation

Market

- Availability and/or increased cost of certified sustainable material
- Uncertainty about commodity origin and/or legality

Liability

- Non-compliance with regulations

(2.2.2.14) Partners and stakeholders considered

Select all that apply

- Customers
- Suppliers

(2.2.2.15) Has this process changed since the previous reporting year?

Select from:

- No

(2.2.2.16) Further details of process

The process starts with mapping our value chain and listing up the possible risks, opportunities, impacts, and dependencies related to deforestation along the value chain. This mapping and listing enable us to identify hot spots. As a result, we decided to focus our analysis particularly on the upstream supply chain, where the likelihood of risks, dependencies, impacts and opportunities appear to be most significant. In order to further understand our upstream supply chain, we ask questions to suppliers, more specifically, ask them about the origin of the timber used as raw material for the packaging they supply to Rakuten. With the origin information obtained (usually country or first level administrative division), we perform desktop analysis using tools such as the Preferred by Nature Sourcing Hub and Global

Forest Watch, collecting various qualitative and quantitative information, including annual forest loss, FSC certified area, forest reserve, frequency of wildfire alerts, legality risk etc.. We also refer to relevant news articles and reports available online. Additionally, we ask our suppliers whether they or their partners are undertaking any measures other than procuring third-party certified products to understand and/ or mitigate forest-related risks. We annually assess the potential financial impact of forest related risks and opportunities paying attention to short, mid, long term time horizon. When assessing the financial impact, possible revenue loss or increase due to various causes such as change in customer preference, cost increase of certified products are considered.

Row 4

(2.2.2.1) Environmental issue

Select all that apply

- Biodiversity

(2.2.2.2) Indicate which of dependencies, impacts, risks, and opportunities are covered by the process for this environmental issue

Select all that apply

- Dependencies
- Impacts
- Risks
- Opportunities

(2.2.2.3) Value chain stages covered

Select all that apply

- Direct operations
- Upstream value chain

(2.2.2.4) Coverage

Select from:

- Partial

(2.2.2.5) Supplier tiers covered

Select all that apply

- Tier 1 suppliers

(2.2.2.7) Type of assessment

Select from:

- Qualitative and quantitative

(2.2.2.8) Frequency of assessment

Select from:

- Annually

(2.2.2.9) Time horizons covered

Select all that apply

- Short-term
- Medium-term
- Long-term

(2.2.2.10) Integration of risk management process

Select from:

- A specific environmental risk management process

(2.2.2.11) Location-specificity used

Select all that apply

- Sub-national
- National

(2.2.2.12) Tools and methods used

Commercially/publicly available tools

- Preferred by Nature Sourcing Hub

International methodologies and standards

- Global Forest Watch

Other

- Desk-based research
- Partner and stakeholder consultation/analysis

(2.2.2.13) Risk types and criteria considered

Acute physical

- Wildfires

Chronic physical

- Change in land-use
- Increased ecosystem vulnerability

Policy

- Poor enforcement of environmental regulation

Liability

- Non-compliance with regulations

(2.2.2.14) Partners and stakeholders considered

Select all that apply

- Customers
- Suppliers

(2.2.2.15) Has this process changed since the previous reporting year?

Select from:

No

(2.2.2.16) Further details of process

For Suppliers, The Rakuten Group Sustainable Procurement Code of Conduct has been developed. Some of the Rakuten Group's suppliers have been asked to complete self-assessment questionnaires to ascertain their awareness level and maturity of their initiatives regarding biodiversity which includes topics around pollution and natural resource management. In parallel, biodiversity related risks, dependencies, impacts and opportunities also considered when identifying forest-related risks, dependencies, impacts and opportunities in its upstream supply chain since the timber origin - forest is usually considered to be biodiversity-rich area.

Row 5

(2.2.2.1) Environmental issue

Select all that apply

Climate change

(2.2.2.2) Indicate which of dependencies, impacts, risks, and opportunities are covered by the process for this environmental issue

Select all that apply

Dependencies

Impacts

Risks

Opportunities

(2.2.2.3) Value chain stages covered

Select all that apply

Direct operations

Upstream value chain

Downstream value chain

End of life management

(2.2.2.4) Coverage

Select from:

- Full

(2.2.2.5) Supplier tiers covered

Select all that apply

- Tier 1 suppliers

(2.2.2.7) Type of assessment

Select from:

- Qualitative and quantitative

(2.2.2.8) Frequency of assessment

Select from:

- More than once a year

(2.2.2.9) Time horizons covered

Select all that apply

- Short-term
- Medium-term
- Long-term

(2.2.2.10) Integration of risk management process

Select from:

- Integrated into multi-disciplinary organization-wide risk management process

(2.2.2.11) Location-specificity used

Select all that apply

- Sub-national
- National

(2.2.2.12) Tools and methods used

Enterprise Risk Management

- Enterprise Risk Management

International methodologies and standards

- IPCC Climate Change Projections

Databases

- Nation-specific databases, tools, or standards

Other

- Desk-based research
- Materiality assessment
- Scenario analysis

(2.2.2.13) Risk types and criteria considered

Acute physical

- Cyclones, hurricanes, typhoons
- Drought
- Flood (coastal, fluvial, pluvial, ground water)

Chronic physical

- Changing temperature (air, freshwater, marine water)
- Heat stress

Policy

- Carbon pricing mechanisms

- Changes to national legislation
- Poor enforcement of environmental regulation

Market

- Changing customer behavior

Reputation

- Increased partner and stakeholder concern and partner and stakeholder negative feedback
- Negative press coverage related to support of projects or activities with negative impacts on the environment (e.g. GHG emissions, deforestation & conversion, water stress)

Technology

- Transition to lower emissions technology and products
- Unsuccessful investment in new technologies

Liability

- Exposure to litigation
- Non-compliance with regulations

(2.2.2.14) Partners and stakeholders considered

Select all that apply

- NGOs
- Customers
- Employees
- Investors
- Suppliers
- Regulators

(2.2.2.15) Has this process changed since the previous reporting year?

Select from:

- No

(2.2.2.16) Further details of process

We manage risks and opportunities associated with our diverse business operations in Japan and overseas in an integrated manner through the Enterprise Risk Management (ERM) cycle; we identify risks, determine, and carry out appropriate countermeasures and monitor their results. Risks are defined as "any uncertain factor[s] which may influence the achievement of corporate objectives," which must be managed across the Group to increase the certainty of achieving these goals. Opportunities are managed under the ERM as well, in the context of risks pertaining to the failure or limitation to realizing opportunities. Risks facing each business are aggregated and reported to the Group Risk and Compliance Committee, which meets four times a year to discuss Group-wide risks. The most serious risks are reported and discussed at the Board of Directors' meetings. Our framework thus combines bottom-up risk responses by front-line staff and Group-wide risk monitoring by senior executive management. Risks related to "Climate Change and Energy" are also managed under Rakuten's ERM, as one of the external environmental risks. The Environmental Department (EVD) is currently functioning as both the risk owner and execution team of climate-related risks inside Rakuten's ERM. Receiving direction from the Risk Management Department (RMD) that serves as the execution office of Rakuten's ERM, EVD initiates the climate-related risk identification process by collecting information from the environment persons in charge (Environmental PICs) inside each organization, who are responsible for coordinating with EVD in taking on a wide range of climate change-related measures, including strategy formulation, implementation, and risk management. EVD assesses the potential financial impact of climate-related risks and opportunities quantitatively by collecting information and data from internal sources, namely Environmental PICs from each organization, as well as external sources such as academic research and databases. Based on the degree of the financial impact, as well as the frequency of occurrence, EVD integrates climate-related issues with substantive financial or strategic impact (top risks for Rakuten Group) into scenario analysis. For scenario analysis, we consider climate-related issues at three different time-horizons, which are namely short- (0-3 years), medium- (4-6 years), and long- (7 years and more) terms. We handle risks and opportunities arising from current laws and regulations and consumers trends in short-term, those from new laws and regulations in medium-term, and those from the uncertainties of climate change in long-term. The value chain stages covered are not only direct operations such as carbon taxes but also upstream operations such as purchased goods and their transportation processes and downstream operations such as consumer' needs. EVD drafts Group-level action plans for the top climate-related risks, set key risk indicators (KPIs) and monitors the status of the top risks/action plans. This information is shared with RMD, which integrates all the top risks from the Group and reports to the Group Risk and Compliance Committee, which meets four times a year to discuss Group-wide risks. The most serious risks are reported and discussed at the Board of Directors' meetings.

[Add row]

(2.2.7) Are the interconnections between environmental dependencies, impacts, risks and/or opportunities assessed?

(2.2.7.1) Interconnections between environmental dependencies, impacts, risks and/or opportunities assessed

Select from:

Yes

(2.2.7.2) Description of how interconnections are assessed

The scope of environmental issues that the Environmental Management Promotion Department (EVD) is in charge of has been expanded from only climate change to all environmental issues, including nature. In Rakuten's Enterprise Risk Management (ERM), EVD is currently functioning as both the risk owner and execution team of environmental risks, allowing for an integration of our assessment of different environmental dependencies, impacts, risks and opportunities into a single process.

[Fixed row]

(2.3) Have you identified priority locations across your value chain?

(2.3.1) Identification of priority locations

Select from:

- Yes, we are currently in the process of identifying priority locations

(2.3.2) Value chain stages where priority locations have been identified

Select all that apply

- Upstream value chain

(2.3.3) Types of priority locations identified

Locations with substantive dependencies, impacts, risks, and/or opportunities

- Locations with substantive dependencies, impacts, risks, and/or opportunities relating to forests

(2.3.4) Description of process to identify priority locations

[Forest] The process starts with mapping our value chain and listing up the possible risks, opportunities, impacts, and dependencies related to deforestation along the value chain. This mapping and listing enable us to identify the hot spots of risks, opportunities, impacts, and dependencies in the value chain, which appear to be most significant in our upstream supply chain. In order to further understand our upstream supply chain, we ask questions to suppliers, more specifically, ask them about the origin of the timber used as raw material for the packaging they supply to Rakuten. With the origin information obtained (usually country or first level administrative division), we perform desktop analysis using tools such as the Preferred by Nature Sourcing Hub and Global Forest Watch, collecting various qualitative and quantitative information, including annual forest loss, FSC certified area, forest reserve, frequency of wildfire alerts, legality risk etc.. We also refer to relevant news articles and reports available online. Additionally, we ask our suppliers whether they or their partners are undertaking any measures other than procuring third-party certified products to understand and/ or mitigate forest-related risks. We have identified China as a priority region because most of the packaging materials we are addressing in this questionnaire found out to be originated from there. Although China is said to be relatively stable in terms of forest loss, it still faces multiple challenges that includes but not limited to difficulty in ensuring forest supply chain transparency due to the prevalence of small and medium-sized enterprises, and false reporting of timber species for export. In addition to China, we also deemed Japan as a priority region given that the consumption and end of life of the packaging occur in Japan. Some of the packaging are also originated in Japan. [Water] We analyze the impact assessment by Water Watch (CDP Water Impact Index) which is a tool that ranks industrial activities according to their potential impact on water quantity and quality. By this analysis, Our supply chain has a potential to cause major damage to freshwater resources. In addition, taking into account our business model, the water impact on the downstream value chain is

assumed to be small. Therefore, the upstream value chain was identified as a priority locations. As Japan is the main region for our operations and it is assumed that many of the relevant suppliers are also domestic operators, we have analyzed dependencies, impacts, risks, and opportunities in Japan as a priority region.

(2.3.5) Will you be disclosing a list/spatial map of priority locations?

Select from:

No, we have a list/geospatial map of priority locations, but we will not be disclosing it

[Fixed row]

(2.4) How does your organization define substantive effects on your organization?

Risks

(2.4.1) Type of definition

Select all that apply

Qualitative

Quantitative

(2.4.2) Indicator used to define substantive effect

Select from:

Revenue

(2.4.3) Change to indicator

Select from:

% decrease

(2.4.4) % change to indicator

Select from:

Less than 1%

(2.4.6) Metrics considered in definition

Select all that apply

- Frequency of effect occurring
- Time horizon over which the effect occurs

(2.4.7) Application of definition

Frequency of effect occurring: more than once a year. Time horizon over which the effect occurs: short-, medium-, and long-term

Opportunities

(2.4.1) Type of definition

Select all that apply

- Qualitative
- Quantitative

(2.4.2) Indicator used to define substantive effect

Select from:

- Revenue

(2.4.3) Change to indicator

Select from:

- % increase

(2.4.4) % change to indicator

Select from:

- Less than 1%

(2.4.6) Metrics considered in definition

Select all that apply

- Frequency of effect occurring
- Time horizon over which the effect occurs

(2.4.7) Application of definition

Frequency of effect occurring: more than once a year. Time horizon over which the effect occurs: short-, medium-, and long-term.
[Add row]

(2.5) Does your organization identify and classify potential water pollutants associated with its activities that could have a detrimental impact on water ecosystems or human health?

(2.5.1) Identification and classification of potential water pollutants

Select from:

- Yes, we identify and classify our potential water pollutants

(2.5.2) How potential water pollutants are identified and classified

The Rakuten Group Environmental Policy stipulates, as items related to wastewater, that the company promote the reduction of pollutants that may have detrimental impacts over water bodies and ecosystems and comply with environmental laws and regulations. Our Compliance Department collects information on written communications with administrative agencies from group companies on a monthly basis. In addition, the Risk Management Department verifies incident reports from each business unit. Through these two processes, we are conducting checks across the entire company to ensure there are no compliance violations. In case of Japan, we follow the requirement of Water Pollution Prevention Act which prevents water pollution in public water bodies by regulating water. According to this Act, specified facilities can discharge wastewater after confirming that their water quality meets the standard, i.e., if the levels of hazardous substances and other items related to the protection of the living environment such as Biochemical Oxygen Demand (BOD) in the wastewater are below permissible levels defined in the Act for each item in mg/L. We treat our wastewater in accordance with this Act.

[Fixed row]

(2.5.1) Describe how your organization minimizes the adverse impacts of potential water pollutants on water ecosystems or human health associated with your activities.

Row 1

(2.5.1.1) Water pollutant category

Select from:

- Other nutrients and oxygen demanding pollutants

(2.5.1.2) Description of water pollutant and potential impacts

There are potential impacts on water bodies, ecosystems and human health if harmful substances, defined in the Water Pollution Prevention Act of Japan, are discharged from facilities without proper treatment and are released into public water bodies. For instance, a high Biochemical Oxygen Demand (BOD) value can cause fish and shellfish to consume abnormally high and harmful levels of dissolved oxygen.

(2.5.1.3) Value chain stage

Select all that apply

- Direct operations
- Upstream value chain

(2.5.1.4) Actions and procedures to minimize adverse impacts

Select all that apply

- Assessment of critical infrastructure and storage condition (leakages, spillages, pipe erosion etc.) and their resilience
- Requirement for suppliers to comply with regulatory requirements

(2.5.1.5) Please explain

In direct operations, we assess the wastewater to ensure that its water quality meets the standards of the Water Pollution Prevention Act of Japan. In addition, wastewater treatment equipment is assessed regularly for functioning properly to prevent water pollution risks due to malfunction. The entire company checks are conducted for compliance violations, but there have been no violations. In the supply chain company, compliance with laws and regulations related water is encouraged in accordance with The Rakuten Group Sustainable Procurement Code of Conduct.

[Add row]

C3. Disclosure of risks and opportunities

(3.1) Have you identified any environmental risks which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future?

Climate change

(3.1.1) Environmental risks identified

Select from:

Yes, both in direct operations and upstream/downstream value chain

Forests

(3.1.1) Environmental risks identified

Select from:

Yes, both in direct operations and upstream/downstream value chain

Water

(3.1.1) Environmental risks identified

Select from:

Yes, both in direct operations and upstream/downstream value chain

Plastics

(3.1.1) Environmental risks identified

Select from:

No

(3.1.2) Primary reason why your organization does not consider itself to have environmental risks in your direct operations and/or upstream/downstream value chain

Select from:

- Not an immediate strategic priority

(3.1.3) Please explain

Some of our products are made of, contain or are packaged in plastics (telecommunication devices for "Rakuten Mobile", e-reader devices for "Rakuten Kobo", primary packaging of fresh foods for "Rakuten Farm", and plastic cards for "Rakuten Bank", "Rakuten Card", and "Rakuten Point Card", etc), and in addition to that we use plastics for packaging. However such plastic amount is not substantive. Due to the diversity of our services, we are currently working on understanding our plastic related value chain and improving our internal data collection.

[Fixed row]

(3.1.1) Provide details of the environmental risks identified which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future.

Climate change

(3.1.1.1) Risk identifier

Select from:

- Risk1

(3.1.1.3) Risk types and primary environmental risk driver

Reputation

- Increased partner and stakeholder concern or negative partner and stakeholder feedback

(3.1.1.4) Value chain stage where the risk occurs

Select from:

- Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply

- Japan

(3.1.1.9) Organization-specific description of risk

The Rakuten Group provides over 70 services to almost 1.5 billion members around the world, which means that Group-wide climate change-related initiatives and leadership have a wide audience, including our users, investors, and other stakeholders. In particular, the Rakuten Group has the greatest number of services and the biggest user base in Japan, with more than 1 billion members. This reputation risk would be most pronounced in Japan, since the percentage of cross-use is 76.9%, which signifies that most Rakuten users use multiple Rakuten services within the our ecosystem rather than using standalone services. Failure to adequately adapt to the transition to a decarbonized economy and being perceived as not undertaking sufficient climate change countermeasures could lead to degraded reputation of the entire Rakuten Group.

(3.1.1.11) Primary financial effect of the risk

Select from:

- Brand damage

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

- Medium-term
- Long-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

- Unlikely

(3.1.1.14) Magnitude

Select from:

- Medium-low

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Failure to adequately adapt to the transition to a decarbonized economy and/or being perceived as not undertaking sufficient climate change countermeasures could lead to degraded reputation of the entire Rakuten Group, possibly consequently leading to brand damage and/or reduced revenue.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

Yes

(3.1.1.21) Anticipated financial effect figure in the medium-term – minimum (currency)

40000000

(3.1.1.22) Anticipated financial effect figure in the medium-term – maximum (currency)

120000000

(3.1.1.23) Anticipated financial effect figure in the long-term – minimum (currency)

120000000

(3.1.1.24) Anticipated financial effect figure in the long-term – maximum (currency)

160000000

(3.1.1.25) Explanation of financial effect figure

The estimated value of Rakuten brand in FY2023 was reported to be 2,660 million USD by Interbrand Japan. Using Interbrand's estimated brand value, a hypothetical reputational risk resulting in 0.1% decrease annually in brand value could result in a loss of future brand value of approximately 0.266 million USD annually. Assuming 1 USD is 150JPY, potential impact could be around 40 million JPY annually.

(3.1.1.26) Primary response to risk

Engagement

- Engage in multi-stakeholder initiatives

(3.1.1.27) Cost of response to risk

112000000

(3.1.1.28) Explanation of cost calculation

1) Total estimated cost of environmental data third-party verification and consumer communication: 40 million JPY; 2) Total salary of employees in charge of non-financial information disclosure and green services: Rakuten Group average annual salary (8 million JPY) x (number of employees in charge of non-financial information disclosure (5) green services (4)) 8 million JPY x 9 72 million JPY. 1) 2) 112 million JPY.

(3.1.1.29) Description of response

Environmental Management Promotion Department (EVD) was established in January 2022 to promote environmental initiatives across Rakuten Group and engage in various multi-stakeholder initiatives. EVD ensures that Rakuten Group's environmental initiatives are of the highest standard and therefore Rakuten's brand value will continue to be maximized despite environmentally relevant changes in the future.

Forests

(3.1.1.1) Risk identifier

Select from:

- Risk2

(3.1.1.2) Commodity

Select all that apply

- Timber products

(3.1.1.3) Risk types and primary environmental risk driver

Liability

- Non-compliance with legislation

(3.1.1.4) Value chain stage where the risk occurs

Select from:

- Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply

- Japan

(3.1.1.9) Organization-specific description of risk

The EU Deforestation Regulation requires companies doing business in the EU to conduct due diligence against deforestation/ forest degradation from end of 2024. The EUDR also introduces fines for non-compliance, amounting to 4% of company's turnover in the EU. Other countries may adopt similar regulations promoting more environmentally-friendly practices where Rakuten operates its business and source and use timber related materials. If such a regulation was to be adopted in Japan where Rakuten's presence is the most important, it would have a substantive effect.

(3.1.1.11) Primary financial effect of the risk

Select from:

- Fines, penalties or enforcement orders

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

- Medium-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

- Unlikely

(3.1.1.14) Magnitude

Select from:

Medium

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

If Japan adopts a regulation similar to the EUDR and Rakuten is unable to fully comply with the requirements, Rakuten may be subject to fines.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

Yes

(3.1.1.21) Anticipated financial effect figure in the medium-term – minimum (currency)

8285260000

(3.1.1.22) Anticipated financial effect figure in the medium-term – maximum (currency)

82852600000

(3.1.1.25) Explanation of financial effect figure

*The Rakuten Group's consolidated revenues are 2,071,315 million JPY. If the fine for non-compliance with the potential regulation is at the same level as the EUDR, which is 4% of the company's turnover, the fine would be calculated as 2,071,315 million JPY * 0.04 82,852,600,000 JPY. This amount represents the maximum financial impact. The minimum impact would be 2,071,315 million JPY * 0.004 8,285,260,000 JPY.*

(3.1.1.26) Primary response to risk

Compliance, monitoring and targets

Greater due diligence

(3.1.1.27) Cost of response to risk

5925000

(3.1.1.28) Explanation of cost calculation

The cost for conducting greater due diligence for ensuring compliance is calculated from the labor cost which corresponds to 15% of five employees every year (Rakuten's average annual income 7.9 million JPY per person x 15% x 5 people 5,925,000).

(3.1.1.29) Description of response

As stated, risks and opportunities associated with our diverse business operations in Japan and overseas are managed in an integrated manner through the Enterprise Risk Management (ERM) cycle, and compliance risks for environment-related regulations are also monitored under the ERM. Our due diligence process includes value chain mapping coupled with identification of dependencies, impacts, risks and opportunities. Considering the diversity of our businesses, the personnel responsible for consolidating due diligence at the headquarters need to collaborate with those in each business unit who are advancing in-depth investigations and taking specific actions.

Water

(3.1.1.1) Risk identifier

Select from:

Risk3

(3.1.1.3) Risk types and primary environmental risk driver

Acute physical

Flooding (coastal, fluvial, pluvial, groundwater)

(3.1.1.4) Value chain stage where the risk occurs

Select from:

Upstream value chain

(3.1.1.6) Country/area where the risk occurs

Select all that apply

Japan

(3.1.1.7) River basin where the risk occurs

Select all that apply

- Other, please specify

(3.1.1.9) Organization-specific description of risk

We recognize the impact of extreme weather including the specific extraordinary disasters as one of the acute physical risks. Specifically, the risk of delays in dispatch and delivery of products purchased on Rakuten Ichiba has become increasingly prominent. At Rakuten Ichiba, a notice of delay in delivery arising from extreme weather is announced to users on merchandise purchase screens. In addition, we research water risks (including risks of wastewater overflow, landslide, river flood, and high tide) at self-operating logistics centers mainly based on hazard maps. Moreover, we thoroughly publicize evacuation bases to be used at the time of disasters, and thereby seek to reduce risks of merchandise being damaged at logistics centers, so that dispatch and delivery will not be hindered.

(3.1.1.11) Primary financial effect of the risk

Select from:

- Decreased revenues due to reduced production capacity

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

- Short-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

- Likely

(3.1.1.14) Magnitude

Select from:

- High

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

In Japan, torrential rain disasters occur every year. Flooding is likely to occur in the area where Rakuten's warehouses are located in the next three years. We have estimated the amount of damage hence the amount of decreased revenues due to reduced production capacity that could occur in the event of a flood.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

Yes

(3.1.1.19) Anticipated financial effect figure in the short-term – minimum (currency)

0

(3.1.1.20) Anticipated financial effect figure in the short-term – maximum (currency)

840854000

(3.1.1.25) Explanation of financial effect figure

Investigation of the water risks (including risks of wastewater overflow, landslide, river flood, and high tide) at all self-operating Rakuten Fulfillment Centers (RFC) based on hazard maps reveals that RFC Nagareyama has the possibility to be inundated up to 2m when extreme weather events happen. If RFC Nagareyama were flooded on the 1st floor and operations were suspended for one day, its financial impact can be simulated as below: 1) Damage to non-leased assets on the 1st floor of RFC Nagareyama: 152,534,000 JPY; 2) Damage to leased assets on the 1st floor of RFC Nagareyama: 685,800,000 JPY; 3) Profit loss due to one-day suspension of shipment at the entire RFC Nagareyama: 2,520,000 JPY. 1)2)3): 840,854,000 JPY

(3.1.1.26) Primary response to risk

Policies and plans

Amend the Business Continuity Plan

(3.1.1.27) Cost of response to risk

12000000

(3.1.1.28) Explanation of cost calculation

We are conducting mainly 3 actions, including: 1) Continuous investigation of water risks at all existing and newly established self-operating logistic centers: 0 JPY. The investigation of water risks is based on information such as publicly available hazard maps, so there is no extra cost. 2) Annual premium for fire insurance with flood compensation: 4,000,000 JPY. About 70% of the leased assets on the 1st floor of RFC Nagareyama are covered by fire insurance with flood compensation. 3) Consultation fee for Business Continuity Plan (BCP) development: 8,000,000 JPY. Rakuten's BCP aims to minimize the damage to our business assets in the event of an emergency including extreme weather events while ensuring the continuity and early recovery of our core activities. We are currently receiving consulting support for the formulation of our BCP policy. 1)2)3): 12,000,000 JPY

(3.1.1.29) Description of response

As noted explanation of cost calculation, three actions, namely 1) continuous investigation of water risks at all existing and newly established self-operating logistic centers, 2) annual premium for fire insurance with flood compensation, and 3) consultation fee for Business Continuity Plan (BCP) development, are being implemented to address risk.

[Add row]

(3.1.2) Provide the amount and proportion of your financial metrics from the reporting year that are vulnerable to the substantive effects of environmental risks.

Climate change

(3.1.2.1) Financial metric

Select from:

Revenue

(3.1.2.2) Amount of financial metric vulnerable to transition risks for this environmental issue (unit currency as selected in 1.2)

160000000

(3.1.2.3) % of total financial metric vulnerable to transition risks for this environmental issue

Select from:

Less than 1%

(3.1.2.4) Amount of financial metric vulnerable to physical risks for this environmental issue (unit currency as selected in 1.2)

0

(3.1.2.5) % of total financial metric vulnerable to physical risks for this environmental issue

Select from:

Less than 1%

(3.1.2.7) Explanation of financial figures

The amount of financial metric (Revenue) vulnerable to transition risk for climate change is 160,000,000 JPY, since this is the maximum anticipated financial effect from brand damage over the long-term.

Forests

(3.1.2.1) Financial metric

Select from:

OPEX

(3.1.2.2) Amount of financial metric vulnerable to transition risks for this environmental issue (unit currency as selected in 1.2)

5925000

(3.1.2.3) % of total financial metric vulnerable to transition risks for this environmental issue

Select from:

Less than 1%

(3.1.2.4) Amount of financial metric vulnerable to physical risks for this environmental issue (unit currency as selected in 1.2)

0

(3.1.2.5) % of total financial metric vulnerable to physical risks for this environmental issue

Select from:

Less than 1%

(3.1.2.7) Explanation of financial figures

The anticipated financial effect explained in the previous question has not materialized yet, however it is essential to reinforce our due diligence even before such regulations is enforced. Therefore, the amount of financial metric (OPEX) vulnerable for forest risk is 5,925,000 JPY, which is the cost for conducting greater due diligence.

Water

(3.1.2.1) Financial metric

Select from:

Revenue

(3.1.2.2) Amount of financial metric vulnerable to transition risks for this environmental issue (unit currency as selected in 1.2)

0

(3.1.2.3) % of total financial metric vulnerable to transition risks for this environmental issue

Select from:

Less than 1%

(3.1.2.4) Amount of financial metric vulnerable to physical risks for this environmental issue (unit currency as selected in 1.2)

2520000

(3.1.2.5) % of total financial metric vulnerable to physical risks for this environmental issue

Select from:

Less than 1%

(3.1.2.7) Explanation of financial figures

The amount of financial metric (Revenue) vulnerable to physical risk for water security is 2,520,000 JPY, since this is the anticipated profit loss due to one-day suspension of shipment at the entire RFC Nagareyama from flooding.

Climate change

(3.1.2.1) Financial metric

Select from:

OPEX

(3.1.2.2) Amount of financial metric vulnerable to transition risks for this environmental issue (unit currency as selected in 1.2)

0

(3.1.2.3) % of total financial metric vulnerable to transition risks for this environmental issue

Select from:

Less than 1%

(3.1.2.4) Amount of financial metric vulnerable to physical risks for this environmental issue (unit currency as selected in 1.2)

1408450015

(3.1.2.5) % of total financial metric vulnerable to physical risks for this environmental issue

Select from:

Less than 1%

(3.1.2.7) Explanation of financial figures

The amount of financial metric (OPEX) vulnerable to physical risk for climate change and water security is 1,408,450,015 JPY, which was the total cost for utilities including electricity and water in FY23.

Water

(3.1.2.1) Financial metric

Select from:

CAPEX

(3.1.2.2) Amount of financial metric vulnerable to transition risks for this environmental issue (unit currency as selected in 1.2)

0

(3.1.2.3) % of total financial metric vulnerable to transition risks for this environmental issue

Select from:

Less than 1%

(3.1.2.4) Amount of financial metric vulnerable to physical risks for this environmental issue (unit currency as selected in 1.2)

838334000

(3.1.2.5) % of total financial metric vulnerable to physical risks for this environmental issue

Select from:

Less than 1%

(3.1.2.6) Amount of CAPEX in the reporting year deployed towards risks related to this environmental issue

(3.1.2.7) Explanation of financial figures

The amount of financial metric (CAPEX) vulnerable to physical risk for water security is 838,334,000 JPY, since this is the anticipated damage to leased and non-leased assets on the 1st floor of RFC Nagareyama if it was flooded.

[Add row]

(3.2) Within each river basin, how many facilities are exposed to substantive effects of water-related risks, and what percentage of your total number of facilities does this represent?

Row 1

(3.2.1) Country/Area & River basin

Japan

Other, please specify :Edo

(3.2.2) Value chain stages where facilities at risk have been identified in this river basin

Select all that apply

Upstream value chain

(3.2.6) Number of facilities in upstream value chain exposed to water-related risk in this river basin

1

(3.2.10) % organization's total global revenue that could be affected

Select from:

Less than 1%

(3.2.11) Please explain

Logistic centers are important hubs for our EC business. Therefore, we investigated the risk of flooding for the main logistic centers operated by our affiliates. In the future, we plan to analyze water-related risks at each site, including those overseas.

[Add row]

(3.3) In the reporting year, was your organization subject to any fines, enforcement orders, and/or other penalties for water-related regulatory violations?

	Water-related regulatory violations	Comment
	Select from: <input checked="" type="checkbox"/> No	No water-related violations or penalties in the reporting year.

[Fixed row]

(3.5) Are any of your operations or activities regulated by a carbon pricing system (i.e. ETS, Cap & Trade or Carbon Tax)?

Select from:

Yes

(3.5.1) Select the carbon pricing regulation(s) which impact your operations.

Select all that apply

Japan carbon tax

(3.5.3) Complete the following table for each of the tax systems you are regulated by.

Japan carbon tax

(3.5.3.1) Period start date

(3.5.3.2) Period end date

12/31/2023

(3.5.3.3) % of total Scope 1 emissions covered by tax

81.28

(3.5.3.4) Total cost of tax paid

702559

(3.5.3.5) Comment

*Fuels consumed by the Rakuten Group in FY2023 include city gas, gasoline, diesel, LPG, kerosene and heavy oil. Japan's carbon tax is 289JPY/t-CO₂. Rakuten's Scope1 in FY2023 is 2,991 t-CO₂, out of which 2,431 t-CO₂ is covered by Japan Carbon Tax, so total carbon tax paid is estimated to be 2,431*289 702,559JPY. [Fixed row]*

(3.5.4) What is your strategy for complying with the systems you are regulated by or anticipate being regulated by?

As an internet and telecom company, more than 90% of the CO₂ emitted by Rakuten in the course of our business activities comes from electricity consumption. The remaining comes from fuel consumption including city gas and gasoline, etc. Currently in Japan, CO₂ originated from fuel consumption is subject to carbon tax, which costs 289 JPY/t-CO₂. The direct financial impact of carbon tax on Rakuten is still small, but with the accelerating transition to a decarbonized society by reducing CO₂ emissions, there is a possibility that more carbon taxes will be imposed by governments of countries in which our Group companies operate. Carbon tax is predicted to be 130 USD (about 18,000 JPY) / t-CO₂ in 2050 according to IEA NZE scenario. To mitigate the impact of sudden increases in costs to comply with such taxes on our business activities and financial performance, we started monitoring our CO₂ emissions and managing the sources of electricity. To reduce our CO₂ emissions, Rakuten Group, Inc. has joined the RE100 (Renewable Electricity 100%) international initiative and has committed to utilize 100% renewable energy for the electricity used in all our operation. In FY2023, we successfully achieved adopting 100% renewable electricity for all Group operations. In this way, we are preparing ourselves for the transition to a decarbonized society in advance by managing long-term compliance and regulatory risks relating to carbon taxes.

(3.6) Have you identified any environmental opportunities which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future?

	Environmental opportunities identified
Climate change	<i>Select from:</i> <input checked="" type="checkbox"/> Yes, we have identified opportunities, and some/all are being realized
Forests	<i>Select from:</i> <input checked="" type="checkbox"/> Yes, we have identified opportunities, and some/all are being realized
Water	<i>Select from:</i> <input checked="" type="checkbox"/> Yes, we have identified opportunities, and some/all are being realized

[Fixed row]

(3.6.1) Provide details of the environmental opportunities identified which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future.

Climate change

(3.6.1.1) Opportunity identifier

Select from:

Opp1

(3.6.1.2) Commodity

Select all that apply

Not applicable

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Products and services

Shift in consumer preferences

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

- Direct operations

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

- Japan

(3.6.1.8) Organization specific description

Under the mission of “maximizing revenue contribution from Rakuten’s environmental activities,” Incubation Group of the Environmental Management Promotion Department is currently developing new environmental services as well as exploring ways to increase revenue from existing environmental services across the entire Rakuten ecosystem. Our definition of environmental services is services and products that are revenue generating activities which contribute to reducing environmental impact. These services and products will help us situate ourselves better for possible reputation risks from shifting consumer preferences in response to climate change.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

- Increased revenues resulting from increased demand for products and services

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

- Short-term
- Medium-term
- Long-term

(3.6.1.11) Likelihood of the opportunity having an effect within the anticipated time horizon

Select from:

Likely (66–100%)

(3.6.1.12) Magnitude

Select from:

Medium-high

(3.6.1.14) Anticipated effect of the opportunity on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Developing and strengthening environmental services in anticipation of shifts in consumer preferences has many positive anticipated effects on our financial position, financial performance, and cash flows; it will benefit the Rakuten Group by generating more revenue with increased demand for our environmental services, and it could also increase our brand value from positive reputation of our environmental services.

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

Yes

(3.6.1.17) Anticipated financial effect figure in the short-term - minimum (currency)

1000000000

(3.6.1.18) Anticipated financial effect figure in the short-term – maximum (currency)

3000000000

(3.6.1.19) Anticipated financial effect figure in the medium-term - minimum (currency)

3000000000

(3.6.1.20) Anticipated financial effect figure in the medium-term - maximum (currency)

6000000000

(3.6.1.21) Anticipated financial effect figure in the long-term - minimum (currency)

6000000000

(3.6.1.22) Anticipated financial effect figure in the long-term – maximum (currency)

7000000000

(3.6.1.23) Explanation of financial effect figures

Anticipated financial effect in each time horizon is based on the target revenues generated from new business ventures driven by the Incubation Group of the Environmental Management Promotion Department since it is expected that the number of environmentally services identified, analyzed, and newly developed for adapting to shifts in consumer preferences and their resulting contribution to revenue will increase over the short, medium and long-term time horizons.

(3.6.1.24) Cost to realize opportunity

32000000

(3.6.1.25) Explanation of cost calculation

Total salary of employees in Incubation Group, a team within the Environmental Management Promotion Department in charge of increasing revenue contribution from environmental services: Rakuten Group average annual salary 8 million JPY x number of employees in charge of managing this opportunity (4) 32 million JPY (since this project is still in the preliminary research phase, there is no cost from the development itself)

(3.6.1.26) Strategy to realize opportunity

As the first step in developing and growing Rakuten's environmental services, the Incubation Group is currently identifying services that qualify as environmental services according to our definition, "services and products that are revenue generating activities which contribute to reducing environmental impact," across the entire Rakuten Group. Identified environmental services are closely monitored for their performance. The Incubation Group conducts research for areas where there is potential for new environmental services to be developed and holds regular meetings with stakeholders inside and outside of Rakuten Group to brainstorm new ideas for environmental services.

Forests

(3.6.1.1) Opportunity identifier

Select from:

Opp2

(3.6.1.2) Commodity

Select all that apply

Timber products

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Products and services

Shift in consumer preferences

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

Direct operations

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

Japan

(3.6.1.8) Organization specific description

With growing pressure from regulators and investors, we can expect to see an increasing number of corporate customers, including merchants using our e-commerce platform and logistics service, to request us to provide deforestation-free packaging for product deliveries. If we are able to meet these requests, more corporate customers may prefer Rakuten's services to competitors'.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

Increased revenues resulting from increased demand for products and services

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

Medium-term

(3.6.1.11) Likelihood of the opportunity having an effect within the anticipated time horizon

Select from:

About as likely as not (33–66%)

(3.6.1.12) Magnitude

Select from:

Medium-low

(3.6.1.14) Anticipated effect of the opportunity on the financial position, financial performance and cash flows of the organization in the selected future time horizons

If corporate customers prefer Rakuten's services to competitors', Rakuten's revenue from e-commerce platform and logistic services will increase.

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

Yes

(3.6.1.19) Anticipated financial effect figure in the medium-term - minimum (currency)

1212314000

(3.6.1.20) Anticipated financial effect figure in the medium-term - maximum (currency)

6061570000

(3.6.1.23) Explanation of financial effect figures

Rakuten's consolidated revenues originate from three segments, namely Internet Service, Mobile and Fintech. If the demands from corporate customers on e-commerce platform and logistic services increases, it will give the most effect on the revenues of internet service segment, which are 1,212,314 million JPY. As

minimum, if 0.1% of the demand increases, the revenues up would be $1,212,314,000,000 \times 0.001$ 1,212,314,000 JPY. As maximum, if 0.5% of the demand increases, the revenues would increase by $1,212,314,000,000 \times 0.005$ 6,061,570,000 JPY.

(3.6.1.24) Cost to realize opportunity

64100000

(3.6.1.25) Explanation of cost calculation

The total procurement cost for the packaging disclosed in this survey is estimated at 641,000,000 JPY. The cost increase for replacing packaging with FSC-certified ones is estimated at 10%. Therefore, the cost to realize opportunity would be: $641,000,000 \text{ JPY} \times 0.1$ 64,100,000 JPY.

(3.6.1.26) Strategy to realize opportunity

To ensure the best customer experience and sustainable product delivery, we are committed to using the most minimal, optimally-sized packages according to the dimension of the products they contain. In our deliveries across Japan, we utilize shipping boxes made of a high percentage of recycled paper. In addition to these measures, increasing the use of sustainably sourced materials, such as FSC-certified packaging, would be an effective measure to retain our corporate customers.

Water

(3.6.1.1) Opportunity identifier

Select from:

Opp1

(3.6.1.2) Commodity

Select all that apply

Not applicable

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Products and services

Shift in consumer preferences

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

- Direct operations

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

- Japan

(3.6.1.6) River basin where the opportunity occurs

Select all that apply

- Unknown

(3.6.1.8) Organization specific description

Under the mission of “maximizing revenue contribution from Rakuten’s environmental activities,” Incubation Group of the Environmental Management Promotion Department is currently developing new environmental services as well as exploring ways to increase revenue from existing environmental services across the entire Rakuten ecosystem. Our definition of environmental services is services and products that are revenue generating activities which contribute to reducing environmental impact. These services and products will help us situate ourselves better for possible reputation risks from shifting consumer preferences in response to climate change and water security.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

- Increased revenues resulting from increased demand for products and services

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

- Short-term
- Medium-term
- Long-term

(3.6.1.11) Likelihood of the opportunity having an effect within the anticipated time horizon

Select from:

Likely (66–100%)

(3.6.1.12) Magnitude

Select from:

Medium-high

(3.6.1.14) Anticipated effect of the opportunity on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Developing and strengthening environmental services in anticipation of shifts in consumer preferences has many positive anticipated effects on our financial position, financial performance, and cash flows; it will benefit the Rakuten Group by generating more revenue with increased demand for our environmental services, and it could also increase our brand value from positive reputation of our environmental services.

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

Yes

(3.6.1.17) Anticipated financial effect figure in the short-term - minimum (currency)

1000000000

(3.6.1.18) Anticipated financial effect figure in the short-term – maximum (currency)

3000000000

(3.6.1.19) Anticipated financial effect figure in the medium-term - minimum (currency)

3000000000

(3.6.1.20) Anticipated financial effect figure in the medium-term - maximum (currency)

6000000000

(3.6.1.21) Anticipated financial effect figure in the long-term - minimum (currency)

6000000000

(3.6.1.22) Anticipated financial effect figure in the long-term – maximum (currency)

7000000000

(3.6.1.23) Explanation of financial effect figures

Anticipated financial effect in each time horizon is based on the target revenues generated from new business ventures driven by the Incubation Group of the Environmental Management Promotion Department since it is expected that the number of environmentally services identified, analyzed, and newly developed for adapting to shifts in consumer preferences and their resulting contribution to revenue will increase over the short, medium and long-term time horizons.

(3.6.1.24) Cost to realize opportunity

32000000

(3.6.1.25) Explanation of cost calculation

Total salary of employees in Incubation Group, a team within the Environmental Management Promotion Department in charge of increasing revenue contribution from environmental services: Rakuten Group average annual salary 8 million JPY x number of employees in charge of managing this opportunity (4) 32 million JPY (since this project is still in the preliminary research phase, there is no cost from the development itself)

(3.6.1.26) Strategy to realize opportunity

As the first step in developing and growing Rakuten's environmental services, the Incubation Group is currently identifying services that qualify as environmental services according to our definition, "services and products that are revenue generating activities which contribute to reducing environmental impact," across the entire Rakuten Group. Identified environmental services are closely monitored for their performance. The Incubation Group conducts research for areas where there is potential for new environmental services to be developed and holds regular meetings with stakeholders inside and outside of Rakuten Group to brainstorm new ideas for environmental services.

[Add row]

(3.6.2) Provide the amount and proportion of your financial metrics in the reporting year that are aligned with the substantive effects of environmental opportunities.

Climate change

(3.6.2.1) Financial metric

Select from:

Revenue

(3.6.2.2) Amount of financial metric aligned with opportunities for this environmental issue (unit currency as selected in 1.2)

7000000000

(3.6.2.3) % of total financial metric aligned with opportunities for this environmental issue

Select from:

Less than 1%

(3.6.2.4) Explanation of financial figures

The amount of financial metric (Revenue) aligned with opportunities for climate change is 7,000,000,000 JPY, since this is the maximum anticipated financial effect from environmental services over the long-term.

Forests

(3.6.2.1) Financial metric

Select from:

Revenue

(3.6.2.2) Amount of financial metric aligned with opportunities for this environmental issue (unit currency as selected in 1.2)

6061570000

(3.6.2.3) % of total financial metric aligned with opportunities for this environmental issue

Select from:

Less than 1%

(3.6.2.4) Explanation of financial figures

The amount of financial metric (Revenue) aligned with opportunities for forest is 6,061,570,000 JPY, since this is the maximum anticipated financial effect expected.

Water

(3.6.2.1) Financial metric

Select from:

Revenue

(3.6.2.2) Amount of financial metric aligned with opportunities for this environmental issue (unit currency as selected in 1.2)

7000000000

(3.6.2.3) % of total financial metric aligned with opportunities for this environmental issue

Select from:

Less than 1%

(3.6.2.4) Explanation of financial figures

The amount of financial metric (Revenue) aligned with opportunities for water is 7,000,000,000 JPY, since this is the maximum anticipated financial effect from environmental services over the long-term.

[Add row]

C4. Governance

(4.1) Does your organization have a board of directors or an equivalent governing body?

(4.1.1) Board of directors or equivalent governing body

Select from:

Yes

(4.1.2) Frequency with which the board or equivalent meets

Select from:

More frequently than quarterly

(4.1.3) Types of directors your board or equivalent is comprised of

Select all that apply

Executive directors or equivalent

Independent non-executive directors or equivalent

(4.1.4) Board diversity and inclusion policy

Select from:

Yes, and it is publicly available

(4.1.5) Briefly describe what the policy covers

Rakuten Group submits the Corporate Governance Report to Tokyo Stock Exchange. Principle 4.8 Effective Use of Independent Directors / Principle 4.9 Independence Standards and Qualification for Independent Directors outlines how the Company selects candidates for Directors placing an emphasis on the diversity of its Directors, reflected in the appointment of two women and three foreign nationals as Directors among its twelve Directors and two women and three foreign national among its seven Outside Directors.

(4.1.6) Attach the policy (optional)

[Fixed row]

(4.1.1) Is there board-level oversight of environmental issues within your organization?

	Board-level oversight of this environmental issue
Climate change	Select from: <input checked="" type="checkbox"/> Yes
Forests	Select from: <input checked="" type="checkbox"/> Yes
Water	Select from: <input checked="" type="checkbox"/> Yes
Biodiversity	Select from: <input checked="" type="checkbox"/> Yes

[Fixed row]

(4.1.2) Identify the positions (do not include any names) of the individuals or committees on the board with accountability for environmental issues and provide details of the board’s oversight of environmental issues.

Climate change

(4.1.2.1) Positions of individuals or committees with accountability for this environmental issue

Select all that apply

- Chief Operating Officer (COO)

(4.1.2.2) Positions' accountability for this environmental issue is outlined in policies applicable to the board

Select from:

- Yes

(4.1.2.3) Policies which outline the positions' accountability for this environmental issue

Select all that apply

- Individual role descriptions

(4.1.2.4) Frequency with which this environmental issue is a scheduled agenda item

Select from:

- Scheduled agenda item in some board meetings – at least annually

(4.1.2.5) Governance mechanisms into which this environmental issue is integrated

Select all that apply

- Reviewing and guiding annual budgets
- Approving and/or overseeing employee incentives
- Overseeing the setting of corporate targets
- Overseeing and guiding major capital expenditures
- Monitoring progress towards corporate targets
- Overseeing reporting, audit, and verification processes
- Approving corporate policies and/or commitments
- Monitoring the implementation of a climate transition plan
- Overseeing and guiding public policy engagement

(4.1.2.7) Please explain

Board of Directors (BoD) Meetings are held regularly throughout the year to discuss organizational strategies, financial plans, and corporate targets at the board level. In 2023, the BoD Meetings were held 15 times in total. The Chief Operating Officer, as the position on the board with accountability for climate change, promotes various activities Group-wide for addressing climate-related issues and fostering cross-organizational collaboration. The direction, initiatives, and progress of sustainability efforts including climate change-related efforts are reported on a quarterly basis to the Corporate Management and the Board of Directors (BoD). Some important climate change-related agenda items briefed at the BoD Meetings in 2023 are such as progress updates on climate-related key performance indicators (KPIs) and public target setting.

Forests

(4.1.2.1) Positions of individuals or committees with accountability for this environmental issue

Select all that apply

- Other C-Suite Officer

(4.1.2.2) Positions' accountability for this environmental issue is outlined in policies applicable to the board

Select from:

- Yes

(4.1.2.3) Policies which outline the positions' accountability for this environmental issue

Select all that apply

- Individual role descriptions

(4.1.2.4) Frequency with which this environmental issue is a scheduled agenda item

Select from:

- Scheduled agenda item in some board meetings – at least annually

(4.1.2.5) Governance mechanisms into which this environmental issue is integrated

Select all that apply

- Overseeing reporting, audit, and verification processes
- Approving corporate policies and/or commitments
- Reviewing and guiding annual budgets

(4.1.2.7) Please explain

Board of Directors (BoD) Meetings are held regularly throughout the year to discuss organizational strategies, financial plans, and corporate targets at the board level. In 2023, the BoD Meetings were held 15 times in total. The direction, initiatives, and progress of sustainability efforts including natural resources-related efforts are reported on a quarterly basis to the Corporate Management and the Board of Directors (BoD). The Chief Operating Officer, as the position on the board with accountability for natural resources, promotes various activities Group-wide for addressing related issues and fostering cross-organizational collaboration. The Chief Well-being Officer, as the position accountable for overall sustainability-related matters and the chair-person of the Group Sustainability Committee, ensures transparent ESG communication and shares with the BoD feedback from external stakeholders.

Water

(4.1.2.1) Positions of individuals or committees with accountability for this environmental issue

Select all that apply

- Chief Operating Officer (COO)

(4.1.2.2) Positions' accountability for this environmental issue is outlined in policies applicable to the board

Select from:

- Yes

(4.1.2.3) Policies which outline the positions' accountability for this environmental issue

Select all that apply

- Individual role descriptions

(4.1.2.4) Frequency with which this environmental issue is a scheduled agenda item

Select from:

- Scheduled agenda item in some board meetings – at least annually

(4.1.2.5) Governance mechanisms into which this environmental issue is integrated

Select all that apply

- Overseeing reporting, audit, and verification processes
- Approving corporate policies and/or commitments
- Reviewing and guiding annual budgets

(4.1.2.7) Please explain

Board of Directors (BoD) Meetings are held regularly throughout the year to discuss organizational strategies, financial plans, and corporate targets at the board level. In 2023, the BoD Meetings were held 15 times in total. The Chief Operating Officer, as the position on the board with accountability for water security, promotes various activities Group-wide for addressing environmental issues and fostering cross-organizational collaboration. The direction, initiatives, and progress of

sustainability efforts including environmental efforts are reported on a quarterly basis to the Corporate Management and the Board of Directors (BoD). Some important agenda items briefed at the BoD Meetings in 2023 are such as incorporating water into our environmental strategy.

Biodiversity

(4.1.2.1) Positions of individuals or committees with accountability for this environmental issue

Select all that apply

- Chief Operating Officer (COO)

(4.1.2.2) Positions' accountability for this environmental issue is outlined in policies applicable to the board

Select from:

- Yes

(4.1.2.3) Policies which outline the positions' accountability for this environmental issue

Select all that apply

- Individual role descriptions

(4.1.2.4) Frequency with which this environmental issue is a scheduled agenda item

Select from:

- Sporadic – agenda item as important matters arise

(4.1.2.5) Governance mechanisms into which this environmental issue is integrated

Select all that apply

- Approving corporate policies and/or commitments
- Overseeing and guiding the development of a business strategy

(4.1.2.7) Please explain

The scope of COO's management of environmental issues were expanded from climate change to other environmental issues including biodiversity. The governance mechanisms into which biodiversity is integrated are also expected to expand in the future.

[Fixed row]

(4.2) Does your organization's board have competency on environmental issues?

Climate change

(4.2.1) Board-level competency on this environmental issue

Select from:

Yes

(4.2.2) Mechanisms to maintain an environmentally competent board

Select all that apply

Consulting regularly with an internal, permanent, subject-expert working group

Engaging regularly with external stakeholders and experts on environmental issues

Forests

(4.2.1) Board-level competency on this environmental issue

Select from:

No, but we plan to within the next two years

(4.2.4) Primary reason for no board-level competency on this environmental issue

Select from:

Not an immediate strategic priority

(4.2.5) Explain why your organization does not have a board with competence on this environmental issue

We are currently focused on understanding and reinforcing our value chain map, as well as improving our data collection for this environmental issue. Thus, the board competency on forest is not strategically important for the moment.

Water

(4.2.1) Board-level competency on this environmental issue

Select from:

No, but we plan to within the next two years

(4.2.4) Primary reason for no board-level competency on this environmental issue

Select from:

Not an immediate strategic priority

(4.2.5) Explain why your organization does not have a board with competence on this environmental issue

We currently do not possess the necessary internal resources, capabilities, and expertise to ensure that the board have competency on water-related issues, but we plan to do so as soon as we have them

[Fixed row]

(4.3) Is there management-level responsibility for environmental issues within your organization?

	Management-level responsibility for this environmental issue
Climate change	Select from: <input checked="" type="checkbox"/> Yes
Forests	Select from: <input checked="" type="checkbox"/> Yes
Water	Select from: <input checked="" type="checkbox"/> Yes

	Management-level responsibility for this environmental issue
Biodiversity	Select from: <input checked="" type="checkbox"/> Yes

[Fixed row]

(4.3.1) Provide the highest senior management-level positions or committees with responsibility for environmental issues (do not include the names of individuals).

Climate change

(4.3.1.1) Position of individual or committee with responsibility

Executive level

- Chief Operating Officer (COO)

(4.3.1.2) Environmental responsibilities of this position

Engagement

- Managing public policy engagement related to environmental issues

Policies, commitments, and targets

- Measuring progress towards environmental corporate targets
- Setting corporate environmental targets

Strategy and financial planning

- Implementing a climate transition plan
- Managing annual budgets related to environmental issues

- Managing environmental reporting, audit, and verification processes
- Managing major capital and/or operational expenditures relating to environmental issues

Other

- Providing employee incentives related to environmental performance

(4.3.1.4) Reporting line

Select from:

- Reports to the board directly

(4.3.1.5) Frequency of reporting to the board on environmental issues

Select from:

- Half-yearly

(4.3.1.6) Please explain

The Chief Operating Officer (COO) is the highest management-level position with responsibility for climate-related issues. The COO, also in the position of Representative Director and Group Executive Vice President of Rakuten Group, is a member of the Board of Directors. The COO receives monthly updates from the Environmental Management Promotion Department (EVD) regarding the climate-related issues. EVD was established in January 2022 under the COO to promote operational transformation across the entire Group, particularly regarding climate-related issues. Key issues are also shared with key organizations within the Group regularly at the Environmental Subcommittee under the Sustainability Committee, chaired by Chief Well-being Officer (CWO). In 2023, Environmental Subcommittee was held 8 times. If any significant climate-related issues are found, the CWO, as the chairperson of the Sustainability Committee, will first report the issue and propose countermeasures to Corporate Management Meeting, which serves as the CEO's advisory body, and then to the board at the BoD Meetings for further discussions and a final decision. This ensures that the significant climate-related issues are certainly addressed and shared among all stakeholders, including the BoD and each business inside our Group.

Forests

(4.3.1.1) Position of individual or committee with responsibility

Executive level

- Other C-Suite Officer, please specify :Chief Well-being Officer

(4.3.1.2) Environmental responsibilities of this position

Policies, commitments, and targets

- Setting corporate environmental policies and/or commitments

Strategy and financial planning

- Managing annual budgets related to environmental issues
- Managing environmental reporting, audit, and verification processes

(4.3.1.4) Reporting line

Select from:

- Reports to the board directly

(4.3.1.5) Frequency of reporting to the board on environmental issues

Select from:

- Annually

(4.3.1.6) Please explain

The Chief Operating Officer (COO) is the highest management-level position with responsibility for natural resource issues. The COO, also in the position of Representative Director and Group Executive Vice President of Rakuten Group, is a member of the Board of Directors. The COO receives updates from the Environmental Management Promotion Department (EVD) regarding the natural resource issues. EVD was established in January 2022 under the COO to promote operational transformation across the entire Group, particularly regarding climate-related issues, and the scope of EVD was expanded to include other environmental issues including natural resources in 2023 to promote operational transformation across the entire Group. Natural resource related key issues are also shared with key organizations within the Group regularly at the Environmental Subcommittee under the Sustainability Committee, chaired by Chief Well-being Officer (CWO). In 2023, Environmental Subcommittee was held 8 times. If any significant issues are found, the CWO, as the chairperson of the Sustainability Committee, will first report the issue and propose countermeasures to Corporate Management Meeting, which serves as the CEO's advisory body, and then to the board at the BoD Meetings for further discussions and a final decision. The organizational structure and the controls and procedures by which the COO assesses and manages matters relating to natural resource is identical to that of climate change.

Water

(4.3.1.1) Position of individual or committee with responsibility

Executive level

- Chief Operating Officer (COO)

(4.3.1.2) Environmental responsibilities of this position

Policies, commitments, and targets

- Setting corporate environmental policies and/or commitments

Strategy and financial planning

- Managing annual budgets related to environmental issues
- Managing environmental reporting, audit, and verification processes

(4.3.1.4) Reporting line

Select from:

- Reports to the board directly

(4.3.1.5) Frequency of reporting to the board on environmental issues

Select from:

- Annually

(4.3.1.6) Please explain

The Chief Operating Officer (COO) is the highest management-level position with responsibility for water-related issues. The COO receives updates from the Environmental Management Promotion Department (EVD) regarding the water-related issues. The scope of EVD was expanded to include water-related issues in 2023 to promote operational transformation across the entire Group. Key issues are also shared with key organizations within the Group regularly at the Environmental Subcommittee under the Sustainability Committee. If any significant water-related issues are found, it is reported to BoD in the same way as climate-related issues. This is ensured that the significant water-related issues are certainly addressed and shared among all stakeholders, including the BoD and each business inside our Group.

Biodiversity

(4.3.1.1) Position of individual or committee with responsibility

Executive level

- Chief Operating Officer (COO)

(4.3.1.2) Environmental responsibilities of this position

Policies, commitments, and targets

- Setting corporate environmental policies and/or commitments

Strategy and financial planning

- Managing environmental reporting, audit, and verification processes

(4.3.1.4) Reporting line

Select from:

- Reports to the board directly

(4.3.1.5) Frequency of reporting to the board on environmental issues

Select from:

- As important matters arise

(4.3.1.6) Please explain

The organizational structure and the controls and procedures by which the COO assesses and manages matters relating to biodiversity is identical to that of climate change.

[Add row]

(4.5) Do you provide monetary incentives for the management of environmental issues, including the attainment of targets?

Climate change

(4.5.1) Provision of monetary incentives related to this environmental issue

Select from:

Yes

(4.5.2) % of total C-suite and board-level monetary incentives linked to the management of this environmental issue

0

(4.5.3) Please explain

We cannot disclose the % of total C-suite and board-level monetary incentive linked to the management of climate change, but we do disclose publicly that carbon neutrality commitment is included as an indicator in executive evaluation and compensation, determining performance-linked compensation (performance-linked bonuses as short-term incentive compensation, annual payment) and non-cash based compensation (stock-based compensation stock option as medium- to long-term incentive compensation, annual payment).

Forests

(4.5.1) Provision of monetary incentives related to this environmental issue

Select from:

No, but we plan to introduce them in the next two years

(4.5.3) Please explain

We are currently focused on understanding and reinforcing our value chain map, as well as improving our data collection for this environmental issue. Once this process is satisfactorily completed, we plan to set a target for this environmental issue and link that target to monetary incentives.

Water

(4.5.1) Provision of monetary incentives related to this environmental issue

Select from:

- No, and we do not plan to introduce them in the next two years

(4.5.3) Please explain

*We have not established monetary incentives linked to the water-related matters because it is not an immediate strategic priority as compared to climate change.
[Fixed row]*

(4.5.1) Provide further details on the monetary incentives provided for the management of environmental issues (do not include the names of individuals).

Climate change

(4.5.1.1) Position entitled to monetary incentive

Board or executive level

- Chief Operating Officer (COO)

(4.5.1.2) Incentives

Select all that apply

- Bonus – set figure
- Shares

(4.5.1.3) Performance metrics

Targets

- Progress towards environmental targets
- Achievement of environmental targets

Strategy and financial planning

- Achievement of climate transition plan

Emission reduction

- Implementation of an emissions reduction initiative

Resource use and efficiency

- Energy efficiency improvement

(4.5.1.4) Incentive plan the incentives are linked to

Select from:

- Both Short-Term and Long-Term Incentive Plan, or equivalent

(4.5.1.5) Further details of incentives

Carbon neutrality commitment is included as an indicator in executive evaluation and compensation, determining performance-linked compensation (performance-linked bonuses as short-term incentive compensation, annual payment) and non-cash based compensation (stock-based compensation stock option as medium- to long-term incentive compensation, annual payment).

(4.5.1.6) How the position’s incentives contribute to the achievement of your environmental commitments and/or climate transition plan

The COO incentive for the management of climate change contributes to the achievement of Rakuten’s environmental commitments relating to climate change since the performance metrics selected are linked to key performance indicators (KPIs).

[Add row]

(4.6) Does your organization have an environmental policy that addresses environmental issues?

	Does your organization have any environmental policies?
	Select from:

	Does your organization have any environmental policies?
	<input checked="" type="checkbox"/> Yes

[Fixed row]

(4.6.1) Provide details of your environmental policies.

Row 1

(4.6.1.1) Environmental issues covered

Select all that apply

- Climate change
- Forests
- Water
- Biodiversity

(4.6.1.2) Level of coverage

Select from:

- Organization-wide

(4.6.1.3) Value chain stages covered

Select all that apply

- Direct operations
- Upstream value chain
- Downstream value chain

(4.6.1.4) Explain the coverage

Rakuten Group Environmental Policy is part of the Rakuten Group Regulations (RGR) and thus applies across the Rakuten Group.

(4.6.1.5) Environmental policy content

Environmental commitments

- Commitment to comply with regulations and mandatory standards
- Commitment to stakeholder engagement and capacity building on environmental issues

Climate-specific commitments

- Commitment to 100% renewable energy
- Commitment to net-zero emissions

Water-specific commitments

- Commitment to reduce or phase out hazardous substances
- Commitment to control/reduce/eliminate water pollution
- Commitment to reduce water consumption volumes

Additional references/Descriptions

- Description of dependencies on natural resources and ecosystems
- Description of impacts on natural resources and ecosystems

(4.6.1.6) Indicate whether your environmental policy is in line with global environmental treaties or policy goals

Select all that apply

- Yes, in line with the Paris Agreement

(4.6.1.7) Public availability

Select from:

- Publicly available

(4.6.1.8) Attach the policy

Rakuten Group Environmental Policy.pdf

Row 2

(4.6.1.1) Environmental issues covered

Select all that apply

- Climate change
- Forests
- Water
- Biodiversity

(4.6.1.2) Level of coverage

Select from:

- Organization-wide

(4.6.1.3) Value chain stages covered

Select all that apply

- Direct operations
- Upstream value chain
- Downstream value chain

(4.6.1.4) Explain the coverage

Rakuten Group Sustainable Procurement Instruction is part of the Rakuten Group Regulations (RGR) and thus applies across the Rakuten Group and additionally to its suppliers (any company, entity, business partner, agent, intermediary, contractor, distributor, and other third parties that provides any service and /or product to Rakuten Group). Its section "Environmental Protection" is further divided into subsections "Climate Change", "Resource Management", and "Biodiversity" that each outline practices to promote environmental protection in their respective environmental topics.

(4.6.1.5) Environmental policy content

Environmental commitments

- Commitment to comply with regulations and mandatory standards
- Commitment to stakeholder engagement and capacity building on environmental issues

Water-specific commitments

- Commitment to reduce or phase out hazardous substances
- Commitment to control/reduce/eliminate water pollution
- Commitment to reduce water consumption volumes

Additional references/Descriptions

- Description of dependencies on natural resources and ecosystems
- Description of impacts on natural resources and ecosystems
- Description of environmental requirements for procurement

(4.6.1.6) Indicate whether your environmental policy is in line with global environmental treaties or policy goals

Select all that apply

- Yes, in line with the Paris Agreement

(4.6.1.7) Public availability

Select from:

- Publicly available

(4.6.1.8) Attach the policy

Rakuten Group Sustainable Procurement Instruction.pdf
[Add row]

(4.10) Are you a signatory or member of any environmental collaborative frameworks or initiatives?

(4.10.1) Are you a signatory or member of any environmental collaborative frameworks or initiatives?

Select from:

Yes

(4.10.2) Collaborative framework or initiative

Select all that apply

- Japan Climate Initiative (JCI)
- RE100
- Science-Based Targets Initiative (SBTi)
- Task Force on Climate-related Financial Disclosures (TCFD)
- UN Global Compact

(4.10.3) Describe your organization's role within each framework or initiative

Japan Climate Initiative (JCI): Rakuten joined JCI in December 2019, pledging to stand at the forefront of society's decarbonization as envisioned in the Paris Agreement. RE100: Rakuten Group, Inc. joined the international initiative RE100 in December 2019. We committed to switching to 100% renewably sourced electricity through the initiative for all Rakuten Group, Inc. business operations. In FY2023, we successfully achieved adopting 100% renewable electricity for all Group operations. TCFD: Rakuten officially supported the Task Force on Climate-related Financial Disclosures (TCFD) in December 2019 to adopt TCFD's recommendations. SBTi: Rakuten Group, Inc. committed to setting a near-term target in 2022. We have submitted our short-term greenhouse gas reduction target to the Science Based Targets Initiative (SBTi) for approval. UN Global Compact: As a UN Global Compact participant since June 2022, Rakuten upholds its Ten Principles and reports yearly on the progress of related initiatives.

[Fixed row]

(4.11) In the reporting year, did your organization engage in activities that could directly or indirectly influence policy, law, or regulation that may (positively or negatively) impact the environment?

(4.11.1) External engagement activities that could directly or indirectly influence policy, law, or regulation that may impact the environment

Select all that apply

- Yes, we engaged indirectly through, and/or provided financial or in-kind support to a trade association or other intermediary organization or individual whose activities could influence policy, law, or regulation

(4.11.2) Indicate whether your organization has a public commitment or position statement to conduct your engagement activities in line with global environmental treaties or policy goals

Select from:

Yes, we have a public commitment or position statement in line with global environmental treaties or policy goals

(4.11.3) Global environmental treaties or policy goals in line with public commitment or position statement

Select all that apply

Paris Agreement

(4.11.4) Attach commitment or position statement

ClimateChange_RakutenGroup.pdf

(4.11.5) Indicate whether your organization is registered on a transparency register

Select from:

No

(4.11.8) Describe the process your organization has in place to ensure that your external engagement activities are consistent with your environmental commitments and/or transition plan

Rakuten participates in both domestic and international partnerships and initiatives to collaborate with stakeholders on achieving the goals of the Paris Agreement and tackling climate change. The Environmental Management Promotion Department regularly reviews and monitors Rakuten's participation in these partnerships and initiatives to ensure that they are consistent with our environmental policy/initiatives and the Paris Agreement. The alignment assessment result is reported in accordance with the management system as described throughout Module 4 Governance. In case of misalignment, we will further investigate to consider whether we should remain in or withdraw from the organization.

[Fixed row]

(4.11.2) Provide details of your indirect engagement on policy, law, or regulation that may (positively or negatively) impact the environment through trade associations or other intermediary organizations or individuals in the reporting year.

Row 1

(4.11.2.1) Type of indirect engagement

Select from:

- Indirect engagement via a trade association

(4.11.2.4) Trade association

Asia and Pacific

- Other trade association in Asia and Pacific, please specify :Japan Association of New Economy (JANE)

(4.11.2.5) Environmental issues relevant to the policies, laws, or regulations on which the organization or individual has taken a position

Select all that apply

- Climate change

(4.11.2.6) Indicate whether your organization's position is consistent with the organization or individual you engage with

Select from:

- Consistent

(4.11.2.7) Indicate whether your organization attempted to influence the organization or individual's position in the reporting year

Select from:

- No, we did not attempt to influence their position

(4.11.2.8) Describe how your organization's position is consistent with or differs from the organization or individual's position, and any actions taken to influence their position

Since its founding, Rakuten Group, Inc is a member of the Japan Association of New Economy (JANE), a trade association of companies in the field of Internet, e-business, and the new industrial development field. The Representative Director of JANE is Rakuten's CEO. Rakuten has joined the Carbon Neutral Working Group held by JANE to hold regular study sessions and make policy proposals that incorporate the voices of member companies. The vice general manager of

Environmental Management Promotion Department is an active member of JANE's Carbon Neutral Working Group, ensuring that Rakuten's position is consistent with that of JANE.

(4.11.2.9) Funding figure your organization provided to this organization or individual in the reporting year (currency)

0

(4.11.2.11) Indicate if you have evaluated whether your organization's engagement is aligned with global environmental treaties or policy goals

Select from:

Yes, we have evaluated, and it is aligned

(4.11.2.12) Global environmental treaties or policy goals aligned with your organization's engagement on policy, law or regulation

Select all that apply

Paris Agreement

[Add row]

(4.12) Have you published information about your organization's response to environmental issues for this reporting year in places other than your CDP response?

Select from:

Yes

(4.12.1) Provide details on the information published about your organization's response to environmental issues for this reporting year in places other than your CDP response. Please attach the publication.

Row 1

(4.12.1.1) Publication

Select from:

- In mainstream reports, in line with environmental disclosure standards or frameworks

(4.12.1.2) Standard or framework the report is in line with

Select all that apply

- TCFD

(4.12.1.3) Environmental issues covered in publication

Select all that apply

- Climate change

(4.12.1.4) Status of the publication

Select from:

- Complete

(4.12.1.5) Content elements

Select all that apply

- Governance
- Risks & Opportunities
- Strategy
- Emissions figures
- Emission targets

(4.12.1.6) Page/section reference

Pages 21 to 22

(4.12.1.7) Attach the relevant publication

Rakuten Group Annual Securities Report 2023.pdf

(4.12.1.8) Comment

Rakuten Group Annual Securities Report (Yukashoken-Hokokusho) is filed annually with the Director of Kanto Local Finance Bureau of the Ministry of Finance of Japan.

Row 2

(4.12.1.1) Publication

Select from:

In voluntary sustainability reports

(4.12.1.3) Environmental issues covered in publication

Select all that apply

Climate change

Water

(4.12.1.4) Status of the publication

Select from:

Complete

(4.12.1.5) Content elements

Select all that apply

Emissions figures

Water accounting figures

(4.12.1.6) Page/section reference

Pages 7

(4.12.1.7) Attach the relevant publication

(4.12.1.8) Comment

Rakuten Group ESG Data Book is published annually with third party assurance, and it includes emissions figures and water accounting figures.

Row 3

(4.12.1.1) Publication

Select from:

- In voluntary communications

(4.12.1.3) Environmental issues covered in publication

Select all that apply

- Forests
- Water
- Biodiversity

(4.12.1.4) Status of the publication

Select from:

- Complete

(4.12.1.5) Content elements

Select all that apply

- Governance
- Risks & Opportunities
- Strategy

(4.12.1.6) Page/section reference

“Strategy”, “Management System”, “Case Study. Assessing Biodiversity Risks across Supply Chains”, “Environmentally-friendly packaging”

(4.12.1.7) Attach the relevant publication

CDP 4.12.1_Biodiversity _ Rakuten Group, Inc_.pdf

(4.12.1.8) Comment

Rakuten’s ESG-related topics are disclosed on our corporate website. Specifically, this page (<https://global.rakuten.com/corp/sustainability/biodiversity/>) provides information about biodiversity and forest-related commodities (paper packaging).

[Add row]

C5. Business strategy

(5.1) Does your organization use scenario analysis to identify environmental outcomes?

Climate change

(5.1.1) Use of scenario analysis

Select from:

Yes

(5.1.2) Frequency of analysis

Select from:

On a per project basis

Forests

(5.1.1) Use of scenario analysis

Select from:

No, but we plan to within the next two years

(5.1.3) Primary reason why your organization has not used scenario analysis

Select from:

Not an immediate strategic priority

(5.1.4) Explain why your organization has not used scenario analysis

We are currently focused on understanding and reinforcing our value chain map, as well as improving our data collection. A scenario analysis will be conducted once we have sufficient value chain understanding and data.

Water

(5.1.1) Use of scenario analysis

Select from:

- No, but we plan to within the next two years

(5.1.3) Primary reason why your organization has not used scenario analysis

Select from:

- Lack of internal resources, capabilities, or expertise (e.g., due to organization size)

(5.1.4) Explain why your organization has not used scenario analysis

The risks to some operations due to flooding have already been identified and analysis methods using scenarios are under consideration. A scenario analysis will be conducted on the identified risks within the next two years.

[Fixed row]

(5.1.1) Provide details of the scenarios used in your organization's scenario analysis.

Climate change

(5.1.1.1) Scenario used

Climate transition scenarios

- IEA NZE 2050

(5.1.1.3) Approach to scenario

Select from:

- Qualitative and quantitative

(5.1.1.4) Scenario coverage

Select from:

- Organization-wide

(5.1.1.5) Risk types considered in scenario

Select all that apply

- Policy
- Market
- Reputation
- Technology
- Liability

(5.1.1.6) Temperature alignment of scenario

Select from:

- 1.5°C or lower

(5.1.1.7) Reference year

2023

(5.1.1.8) Timeframes covered

Select all that apply

- 2025
- 2030
- 2040
- 2050

(5.1.1.9) Driving forces in scenario

Stakeholder and customer demands

- Consumer sentiment

Regulators, legal and policy regimes

- Global regulation

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

- Carbon tax: 75 USD/t-CO₂ (11,250 JPY/t-CO₂) in 2025, 130 USD/t-CO₂ (19,500 JPY/t-CO₂) in 2030, 205 USD/t-CO₂ (30,750 JPY/t-CO₂) in 2040, and 250 USD/t-CO₂ (37,500 JPY/t-CO₂) in 2050 - Change in consumer sentiments and behaviors towards decarbonization

(5.1.1.11) Rationale for choice of scenario

We use multiple scenarios for our scenario analysis, and our rationale for choosing the Net Zero Emissions by 2050 Scenario (NZE Scenario) is that it represents a scenario in which net zero global emissions is achieved in 2050 and global temperature rise is limited to 1.5 degrees Celsius with 50% chance, in alignment with the latest scientific research and the goals of the Paris Agreement.

Climate change

(5.1.1.1) Scenario used

Physical climate scenarios

- RCP 8.5

(5.1.1.2) Scenario used SSPs used in conjunction with scenario

Select from:

- SSP5

(5.1.1.3) Approach to scenario

Select from:

- Qualitative and quantitative

(5.1.1.4) Scenario coverage

Select from:

- Organization-wide

(5.1.1.5) Risk types considered in scenario

Select all that apply

- Acute physical
- Chronic physical

(5.1.1.6) Temperature alignment of scenario

Select from:

- 4.0°C and above

(5.1.1.7) Reference year

2023

(5.1.1.8) Timeframes covered

Select all that apply

- 2025
- 2030
- 2040
- 2050

(5.1.1.9) Driving forces in scenario

Local ecosystem asset interactions, dependencies and impacts

- Climate change (one of five drivers of nature change)

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Increased extreme weather events (such as droughts, floods, typhoons, and hurricanes)

(5.1.1.11) Rationale for choice of scenario

We use multiple scenarios for our scenario analysis, and our rationale for choosing the Representative Concentration Pathway (RCP) 8.5 is that it represents a scenario in which greenhouse gas emissions continue to grow unmitigated and the global temperature rises by more than 4 degrees Celsius by 2100, therefore providing insight into the worst case of physical impacts from climate change.

[Add row]

(5.1.2) Provide details of the outcomes of your organization's scenario analysis.

Climate change

(5.1.2.1) Business processes influenced by your analysis of the reported scenarios

Select all that apply

- Risk and opportunities identification, assessment and management
- Strategy and financial planning
- Resilience of business model and strategy
- Capacity building
- Target setting and transition planning

(5.1.2.2) Coverage of analysis

Select from:

- Organization-wide

(5.1.2.3) Summarize the outcomes of the scenario analysis and any implications for other environmental issues

Scenario analysis was employed and has thus informed our business process of "risk and opportunities identification, assessment and management", officially confirming and highlighting the importance of strategy and financial planning that correspond to our climate change countermeasures.

[Fixed row]

(5.2) Does your organization's strategy include a climate transition plan?

(5.2.1) Transition plan

Select from:

- Yes, we have a climate transition plan which aligns with a 1.5°C world

(5.2.3) Publicly available climate transition plan

Select from:

- Yes

(5.2.4) Plan explicitly commits to cease all spending on, and revenue generation from, activities that contribute to fossil fuel expansion

Select from:

- No, but we plan to add an explicit commitment within the next two years

(5.2.6) Explain why your organization does not explicitly commit to cease all spending on and revenue generation from activities that contribute to fossil fuel expansion

Rakuten does not explicitly commit to cease all spending on and revenue generation activities that contribute to fossil fuel expansion because it falls outside the scope of our current transition plan, but we plan to add an explicit commitment in our new transition plan.

(5.2.7) Mechanism by which feedback is collected from shareholders on your climate transition plan

Select from:

- We have a different feedback mechanism in place

(5.2.8) Description of feedback mechanism

Our transition plan, as part of our Group-wide mid-long-term management plan "Vision 2030", is reported in our Integrated Report, which is used as a reference material by our shareholders in various settings, including our Annual General Meetings (AGMs).

(5.2.9) Frequency of feedback collection

Select from:

- More frequently than annually

(5.2.10) Description of key assumptions and dependencies on which the transition plan relies

Our transition plan is part of Rakuten's Group-wide mid-long-term management plan "Vision 2030". With sustainability identified as one of the pillars that will enable the achievement of ambitious business goals, the company decided to align the Group sustainability strategy with this vision, by clarifying Rakuten's aims and setting concrete environmental and social targets for 2030. The original sustainability strategy was established in 2021 by engaging with internal and external stakeholders.

(5.2.11) Description of progress against transition plan disclosed in current or previous reporting period

Climate change & energy is one of the ESG challenges included in the sustainability strategy of Rakuten's Group-wide medium to long-term plan, "Vision 2030". One of its indicators/goals of achieving carbon neutrality for Scope 1 and 2 emissions in 2023 has been achieved, as well as the renewable electricity adoption rate target of 100% for Rakuten Group, Inc. For 2023 onwards, the renewable electricity adoption rate target of 100% for Rakuten Group, Inc. will continue, and our new emission reduction targets for 2032 covering Scope 1, 2 and 3 emissions are currently under review for validation by the SBTi.

(5.2.12) Attach any relevant documents which detail your climate transition plan (optional)

Rakuten Group Integrated Report 2023.pdf

(5.2.13) Other environmental issues that your climate transition plan considers

Select all that apply

- No other environmental issue considered

[Fixed row]

(5.3) Have environmental risks and opportunities affected your strategy and/or financial planning?

(5.3.1) Environmental risks and/or opportunities have affected your strategy and/or financial planning

Select from:

- Yes, both strategy and financial planning

(5.3.2) Business areas where environmental risks and/or opportunities have affected your strategy

Select all that apply

- Products and services
- Upstream/downstream value chain
- Operations

[Fixed row]

(5.3.1) Describe where and how environmental risks and opportunities have affected your strategy.

Products and services

(5.3.1.1) Effect type

Select all that apply

- Risks
- Opportunities

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

- Climate change
- Water

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

The Incubation Group of the Environmental Management Promotion Department (EVD) was established to develop environmental products and services across the Group to minimize market and reputation risks and to maximize opportunities relating to products and services. Although this is most primarily a divisional (departmental) strategy, it is simultaneously an important entire group business strategy since EVD is in charge of the entire group business strategy wherever it relates to the environment.

Upstream/downstream value chain

(5.3.1.1) Effect type

Select all that apply

- Risks
- Opportunities

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

- Forests

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

Rakuten group's sustainability strategy consists of 10 ESG topics organized in 3 focus areas, including topic of "sustainable production and consumption" under the focus area of "providing sustainable platforms and services". Forest-related risks and opportunities in upstream/downstream value chain is related to this "sustainable production and consumption". Given these risks and opportunities, our packaging strategy emphasizes the importance of supplier engagement in order to understand/mitigate the risks and seize opportunities.

Operations

(5.3.1.1) Effect type

Select all that apply

- Risks
- Opportunities

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

- Climate change
- Water

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

The Quality and Standardization Group of the Environmental Management Promotion Department (EVD) was established to improve operations relating to environmental metrics across the Group to minimize policy and legal risks and to maximize opportunities relating to operations. Although this is most primarily a divisional (departmental) strategy, it is simultaneously an important entire group business strategy since EVD is in charge of the entire group business strategy wherever it relates to the environment.

[Add row]

(5.3.2) Describe where and how environmental risks and opportunities have affected your financial planning.

Row 1

(5.3.2.1) Financial planning elements that have been affected

Select all that apply

- Direct costs
- Indirect costs

(5.3.2.2) Effect type

Select all that apply

- Risks
- Opportunities

(5.3.2.3) Environmental issues relevant to the risks and/or opportunities that have affected these financial planning elements

Select all that apply

- Climate change

(5.3.2.4) Describe how environmental risks and/or opportunities have affected these financial planning elements

There were additional direct and indirect costs deployed for achieving carbon neutrality for Scopes 1 and 2 for the entire Rakuten Group including consolidated subsidiaries in 2023, which was an ambitious target originally announced in 2022 to take active measures in responding to environmental risks and opportunities.
[Add row]

(5.4) In your organization's financial accounting, do you identify spending/revenue that is aligned with your organization's climate transition?

	<p>Identification of spending/revenue that is aligned with your organization's climate transition</p>
	<p>Select from:</p> <p><input checked="" type="checkbox"/> No, but we plan to in the next two years</p>

[Fixed row]

(5.9) What is the trend in your organization's water-related capital expenditure (CAPEX) and operating expenditure (OPEX) for the reporting year, and the anticipated trend for the next reporting year?

(5.9.1) Water-related CAPEX (+/- % change)

0

(5.9.2) Anticipated forward trend for CAPEX (+/- % change)

0

(5.9.3) Water-related OPEX (+/- % change)

33

(5.9.4) Anticipated forward trend for OPEX (+/- % change)

51

(5.9.5) Please explain

[CAPEX] Rakuten Group does not track water-related CAPEX separately. Considering our business type, since the water-related CAPEX as a percentage of total CAPEX is very small and does not fluctuate significantly, there has been no change from last year; [OPEX] Rakuten Group does not track water-related OPEX

separately. However, our expenditures for utility costs that include both water usage and non-water usage (e.g. electricity) have increased by 33% from the previous year. Anticipated forward trend of 51% is based on the average of changes in this figure for the last three years.

[Fixed row]

(5.10) Does your organization use an internal price on environmental externalities?

	Use of internal pricing of environmental externalities	Environmental externality priced
	Select from: <input checked="" type="checkbox"/> Yes	Select all that apply <input checked="" type="checkbox"/> Carbon

[Fixed row]

(5.10.1) Provide details of your organization's internal price on carbon.

Row 1

(5.10.1.1) Type of pricing scheme

Select from:

- Implicit price

(5.10.1.2) Objectives for implementing internal price

Select all that apply

- Conduct cost-benefit analysis
- Drive energy efficiency
- Influence strategy and/or financial planning

(5.10.1.3) Factors considered when determining the price

Select all that apply

- Alignment to scientific guidance
- Price/cost of renewable energy procurement

(5.10.1.4) Calculation methodology and assumptions made in determining the price

Calculation methodology CO_2 emissions (t-CO₂) / emission factor (t-CO₂ / kWh) * environmental value cost (JPY/kWh); Assumptions: emission factor 0.000429 t-CO₂ / kWh (Basic emission factor of Japanese electric utility companies), environmental value cost 0.4JPY/kWh (Price of FIT renewable certificate)

(5.10.1.5) Scopes covered

Select all that apply

- Scope 2

(5.10.1.6) Pricing approach used – spatial variance

Select from:

- Uniform

(5.10.1.8) Pricing approach used – temporal variance

Select from:

- Static

(5.10.1.10) Minimum actual price used (currency per metric ton CO₂e)

932

(5.10.1.11) Maximum actual price used (currency per metric ton CO₂e)

932

(5.10.1.12) Business decision-making processes the internal price is applied to

Select all that apply

- Operations
- Procurement

(5.10.1.13) Internal price is mandatory within business decision-making processes

Select from:

- No

(5.10.1.14) % total emissions in the reporting year in selected scopes this internal price covers

100

(5.10.1.15) Pricing approach is monitored and evaluated to achieve objectives

Select from:

- Yes

(5.10.1.16) Details of how the pricing approach is monitored and evaluated to achieve your objectives

The pricing approach is monitored and evaluated by the Environmental Management Promotion Department (EVD), the department in charge of all environmental activities across the Rakuten Group, including the internal price on carbon. Business units across the Group report their abatement efforts to EVD through our internally developed environmental data collection platform. The total cost savings are calculated using these reports, as well as with thorough research of the latest relevant information on renewable procurement cost. The monitoring and evaluation of the pricing approach contributes to the promotion of environmental activities across the Group, such as the achievement of Scope 1 and 2 carbon neutrality in 2023.

[Add row]

(5.11) Do you engage with your value chain on environmental issues?

Suppliers

(5.11.1) Engaging with this stakeholder on environmental issues

Select from:

- Yes

(5.11.2) Environmental issues covered

Select all that apply

- Climate change
- Forests
- Water
- Plastics

Smallholders

(5.11.1) Engaging with this stakeholder on environmental issues

Select from:

- No, and we do not plan to within the next two years

(5.11.3) Primary reason for not engaging with this stakeholder on environmental issues

Select from:

- Not an immediate strategic priority

(5.11.4) Explain why you do not engage with this stakeholder on environmental issues

Currently, our value chain engagement targets suppliers with the Rakuten branded logo, those with high annual transaction volumes, and those of strategic importance. As a result, smallholders are not included under these criteria.

Customers

(5.11.1) Engaging with this stakeholder on environmental issues

Select from:

- Yes

(5.11.2) Environmental issues covered

Select all that apply

- Climate change
- Forests

Investors and shareholders

(5.11.1) Engaging with this stakeholder on environmental issues

Select from:

- Yes

(5.11.2) Environmental issues covered

Select all that apply

- Climate change
- Forests

Other value chain stakeholders

(5.11.1) Engaging with this stakeholder on environmental issues

Select from:

- No, and we do not plan to within the next two years

(5.11.3) Primary reason for not engaging with this stakeholder on environmental issues

Select from:

- Not an immediate strategic priority

(5.11.4) Explain why you do not engage with this stakeholder on environmental issues

Currently, our value chain engagement targets suppliers with the Rakuten branded logo, those with high annual transaction volumes, and those of strategic importance. As a result, other value chain stakeholders are not included under these criteria.

[Fixed row]

(5.11.1) Does your organization assess and classify suppliers according to their dependencies and/or impacts on the environment?

Climate change

(5.11.1.1) Assessment of supplier dependencies and/or impacts on the environment

Select from:

- Yes, we assess the dependencies and/or impacts of our suppliers

(5.11.1.2) Criteria for assessing supplier dependencies and/or impacts on the environment

Select all that apply

- Contribution to supplier-related Scope 3 emissions
- Dependence on ecosystem services/environmental assets
- Impact on deforestation or conversion of other natural ecosystems

(5.11.1.3) % Tier 1 suppliers assessed

Select from:

- 26-50%

(5.11.1.4) Define a threshold for classifying suppliers as having substantive dependencies and/or impacts on the environment

If a supplier has manufacturing facilities and those facilities have the potential to impact the surrounding environment, we classify that supplier as having substantive dependencies and/or impacts on the environment.

(5.11.1.5) % Tier 1 suppliers meeting the thresholds for substantive dependencies and/or impacts on the environment

Select from:

- 1-25%

(5.11.1.6) Number of Tier 1 suppliers meeting the thresholds for substantive dependencies and/or impacts on the environment

32

Forests

(5.11.1.1) Assessment of supplier dependencies and/or impacts on the environment

Select from:

Yes, we assess the dependencies and/or impacts of our suppliers

(5.11.1.2) Criteria for assessing supplier dependencies and/or impacts on the environment

Select all that apply

Dependence on ecosystem services/environmental assets

Impact on deforestation or conversion of other natural ecosystems

(5.11.1.3) % Tier 1 suppliers assessed

Select from:

26-50%

(5.11.1.4) Define a threshold for classifying suppliers as having substantive dependencies and/or impacts on the environment

If a supplier has manufacturing facilities and those facilities have the potential to impact the surrounding environment, we classify that supplier as having substantive dependencies and/or impacts on the environment.

(5.11.1.5) % Tier 1 suppliers meeting the thresholds for substantive dependencies and/or impacts on the environment

Select from:

1-25%

(5.11.1.6) Number of Tier 1 suppliers meeting the thresholds for substantive dependencies and/or impacts on the environment

32

Water

(5.11.1.1) Assessment of supplier dependencies and/or impacts on the environment

Select from:

Yes, we assess the dependencies and/or impacts of our suppliers

(5.11.1.2) Criteria for assessing supplier dependencies and/or impacts on the environment

Select all that apply

Impact on water availability

Impact on pollution levels

(5.11.1.3) % Tier 1 suppliers assessed

Select from:

26-50%

(5.11.1.4) Define a threshold for classifying suppliers as having substantive dependencies and/or impacts on the environment

If a supplier has manufacturing facilities and those facilities have the potential to impact the surrounding environment, we classify that supplier as having substantive dependencies and/or impacts on the environment.

(5.11.1.5) % Tier 1 suppliers meeting the thresholds for substantive dependencies and/or impacts on the environment

Select from:

1-25%

(5.11.1.6) Number of Tier 1 suppliers meeting the thresholds for substantive dependencies and/or impacts on the environment

32

Plastics

(5.11.1.1) Assessment of supplier dependencies and/or impacts on the environment

Select from:

Yes, we assess the dependencies and/or impacts of our suppliers

(5.11.1.2) Criteria for assessing supplier dependencies and/or impacts on the environment

Select all that apply

Impact on plastic waste and pollution

(5.11.1.3) % Tier 1 suppliers assessed

Select from:

26-50%

(5.11.1.4) Define a threshold for classifying suppliers as having substantive dependencies and/or impacts on the environment

If a supplier has manufacturing facilities and those facilities have the potential to impact the surrounding environment, we classify that supplier as having substantive dependencies and/or impacts on the environment.

(5.11.1.5) % Tier 1 suppliers meeting the thresholds for substantive dependencies and/or impacts on the environment

Select from:

1-25%

(5.11.1.6) Number of Tier 1 suppliers meeting the thresholds for substantive dependencies and/or impacts on the environment

32

[Fixed row]

(5.11.2) Does your organization prioritize which suppliers to engage with on environmental issues?

Climate change

(5.11.2.1) Supplier engagement prioritization on this environmental issue

Select from:

Yes, we prioritize which suppliers to engage with on this environmental issue

(5.11.2.2) Criteria informing which suppliers are prioritized for engagement on this environmental issue

Select all that apply

Procurement spend

Reputation management

Strategic status of suppliers

(5.11.2.4) Please explain

In Rakuten, a supplier is considered as critical, if it falls into one of the following categories: (1) a supplier providing with us products with Rakuten related-logo; (2) a supplier with high annual transaction amount; or (3) a supplier with a strategic importance for Rakuten. Once a supplier is categorized as critical, we prioritize it for engagement on the environmental issues. Therefore, we ask it to answer our self-answered questionnaire that includes questions regarding environment such as climate change, forests, water, and plastics.

Forests

(5.11.2.1) Supplier engagement prioritization on this environmental issue

Select from:

- Yes, we prioritize which suppliers to engage with on this environmental issue

(5.11.2.2) Criteria informing which suppliers are prioritized for engagement on this environmental issue

Select all that apply

- In line with the criteria used to classify suppliers as having substantive dependencies and/or impacts relating to forests
- Procurement spend
- Reputation management
- Strategic status of suppliers

(5.11.2.4) Please explain

In Rakuten, a supplier is considered as critical, if it falls into one of the following categories: (1) a supplier providing with us products with Rakuten related-logo; (2) a supplier with high annual transaction amount; or (3) a supplier with a strategic importance for Rakuten. Once a supplier is categorized as critical, we prioritize it for engagement on the environmental issues. Therefore, we ask it to answer our self-answered questionnaire that includes questions regarding environment such as climate change, forests, water, and plastics.

Water

(5.11.2.1) Supplier engagement prioritization on this environmental issue

Select from:

- Yes, we prioritize which suppliers to engage with on this environmental issue

(5.11.2.2) Criteria informing which suppliers are prioritized for engagement on this environmental issue

Select all that apply

- Procurement spend
- Reputation management
- Strategic status of suppliers

(5.11.2.4) Please explain

In Rakuten, a supplier is considered as critical, if it falls into one of the following categories: (1) a supplier providing with us products with Rakuten related-logo; (2) a supplier with high annual transaction amount; or (3) a supplier with a strategic importance for Rakuten. Once a supplier is categorized as critical, we prioritize it for engagement on the environmental issues. Therefore, we ask it to answer our self-answered questionnaire that includes questions regarding environment such as climate change, forests, water, and plastics.

Plastics

(5.11.2.1) Supplier engagement prioritization on this environmental issue

Select from:

Yes, we prioritize which suppliers to engage with on this environmental issue

(5.11.2.2) Criteria informing which suppliers are prioritized for engagement on this environmental issue

Select all that apply

Procurement spend

Reputation management

Strategic status of suppliers

(5.11.2.4) Please explain

In Rakuten, a supplier is considered as critical, if it falls into one of the following categories: (1) a supplier providing with us products with Rakuten related-logo; (2) a supplier with high annual transaction amount; or (3) a supplier with a strategic importance for Rakuten. Once a supplier is categorized as critical, we prioritize it for engagement on the environmental issues. Therefore, we ask it to answer our self-answered questionnaire that includes questions regarding environment such as climate change, forests, water, and plastics.

[Fixed row]

(5.11.5) Do your suppliers have to meet environmental requirements as part of your organization's purchasing process?

Climate change

(5.11.5.1) Suppliers have to meet specific environmental requirements related to this environmental issue as part of the purchasing process

Select from:

Yes, suppliers have to meet environmental requirements related to this environmental issue, but they are not included in our supplier contracts

(5.11.5.2) Policy in place for addressing supplier non-compliance

Select from:

Yes, we have a policy in place for addressing non-compliance

(5.11.5.3) Comment

Rakuten had established the Group Sustainable Procurement Code of Conduct for Suppliers, which outlines ESG-related expectations, including those related to climate change and natural resources. Critical suppliers are required to sign this Code of Conduct, and submit a written pledge, assuring that they strive to achieve a sustainable supply chain in mutual collaboration with Rakuten Group. As mentioned in a previous response in this survey, critical suppliers complete a self-answered questionnaire, which closely aligns with the Code of Conduct. If the possibility of non-compliance is identified through this self-answered questionnaire, the supplier may be subject to a sustainability audit. As for climate change, we are currently considering to establish related (mandatory) requirements for suppliers as we further accelerate our effort to achieve carbon neutrality.

Forests

(5.11.5.1) Suppliers have to meet specific environmental requirements related to this environmental issue as part of the purchasing process

Select from:

Yes, suppliers have to meet environmental requirements related to this environmental issue, but they are not included in our supplier contracts

(5.11.5.2) Policy in place for addressing supplier non-compliance

Select from:

Yes, we have a policy in place for addressing non-compliance

(5.11.5.3) Comment

Rakuten had established the Group Sustainable Procurement Code of Conduct for Suppliers, which outlines ESG-related expectations, including those related to climate change and natural resources. Critical suppliers are required to sign this Code of Conduct, and submit a written pledge, assuring that they strive to achieve a sustainable supply chain in mutual collaboration with Rakuten Group. As mentioned in a previous response in this survey, critical suppliers complete a self-answered

questionnaire, which closely aligns with the Code of Conduct. If the possibility of non-compliance is identified through this self-answered questionnaire, the supplier may be subject to a sustainability audit.

Water

(5.11.5.1) Suppliers have to meet specific environmental requirements related to this environmental issue as part of the purchasing process

Select from:

- No, but we plan to introduce environmental requirements related to this environmental issue within the next two years

(5.11.5.2) Policy in place for addressing supplier non-compliance

Select from:

- Yes, we have a policy in place for addressing non-compliance

(5.11.5.3) Comment

Rakuten had established the Group Sustainable Procurement Code of Conduct for Suppliers, which outlines ESG-related expectations, including those related to climate change and natural resources. Critical suppliers are required to sign this Code of Conduct, and submit a written pledge, assuring that they strive to achieve a sustainable supply chain in mutual collaboration with Rakuten Group. As mentioned in a previous response in this survey, critical suppliers complete a self-answered questionnaire, which closely aligns with the Code of Conduct. If the possibility of non-compliance is identified through this self-answered questionnaire, the supplier may be subject to a sustainability audit.

[Fixed row]

(5.11.6) Provide details of the environmental requirements that suppliers have to meet as part of your organization's purchasing process, and the compliance measures in place.

Climate change

(5.11.6.1) Environmental requirement

Select from:

- Setting a low-carbon or renewable energy target

(5.11.6.2) Mechanisms for monitoring compliance with this environmental requirement

Select all that apply

- Grievance mechanism/ Whistleblowing hotline
- On-site third-party audit
- Supplier self-assessment

(5.11.6.3) % tier 1 suppliers by procurement spend required to comply with this environmental requirement

Select from:

- 51-75%

(5.11.6.4) % tier 1 suppliers by procurement spend in compliance with this environmental requirement

Select from:

- 26-50%

(5.11.6.7) % tier 1 supplier-related scope 3 emissions attributable to the suppliers required to comply with this environmental requirement

Select from:

- None

(5.11.6.8) % tier 1 supplier-related scope 3 emissions attributable to the suppliers in compliance with this environmental requirement

Select from:

- None

(5.11.6.9) Response to supplier non-compliance with this environmental requirement

Select from:

- Retain and engage

(5.11.6.10) % of non-compliant suppliers engaged

Select from:

- 100%

(5.11.6.11) Procedures to engage non-compliant suppliers

Select all that apply

- Providing information on appropriate actions that can be taken to address non-compliance

(5.11.6.12) Comment

Please note that "% tier 1 supplier-related scope 3 emissions attributable to the suppliers required to comply with this environmental requirement", and "% tier 1 supplier-related scope 3 emissions attributable to the suppliers in compliance with this environmental requirement" are not known. Suppliers are asked to complete a self-assessment questionnaire. They will be notified of the results along with feedback from our company, including suggestions for corrective actions, based on our Sustainable Procurement Code of Conduct for Suppliers. Depending on the results, some of the suppliers may be subject to external sustainability audit.

Forests

(5.11.6.1) Environmental requirement

Select from:

- Waste and resource reduction and material circularity

(5.11.6.2) Mechanisms for monitoring compliance with this environmental requirement

Select all that apply

- Grievance mechanism/ Whistleblowing hotline
- On-site third-party audit
- Supplier self-assessment

(5.11.6.3) % tier 1 suppliers by procurement spend required to comply with this environmental requirement

Select from:

- 51-75%

(5.11.6.4) % tier 1 suppliers by procurement spend in compliance with this environmental requirement

Select from:

26-50%

(5.11.6.5) % tier 1 suppliers with substantive environmental dependencies and/or impacts related to this environmental issue required to comply with this environmental requirement

Select from:

100%

(5.11.6.6) % tier 1 suppliers with substantive environmental dependencies and/or impacts related to this environmental issue that are in compliance with this environmental requirement

Select from:

76-99%

(5.11.6.9) Response to supplier non-compliance with this environmental requirement

Select from:

Retain and engage

(5.11.6.10) % of non-compliant suppliers engaged

Select from:

100%

(5.11.6.11) Procedures to engage non-compliant suppliers

Select all that apply

Providing information on appropriate actions that can be taken to address non-compliance

(5.11.6.12) Comment

Suppliers are asked to complete a self-assessment questionnaire. They will be notified of the results along with feedback from our company, including suggestions for corrective actions, based on our Sustainable Procurement Code of Conduct for Suppliers. Depending on the results, some of the suppliers may be subject to external sustainability audit.

Water

(5.11.6.5) % tier 1 suppliers with substantive environmental dependencies and/or impacts related to this environmental issue required to comply with this environmental requirement

Select from:

100%

(5.11.6.6) % tier 1 suppliers with substantive environmental dependencies and/or impacts related to this environmental issue that are in compliance with this environmental requirement

Select from:

51-75%

[Add row]

(5.11.7) Provide further details of your organization's supplier engagement on environmental issues.

Climate change

(5.11.7.2) Action driven by supplier engagement

Select from:

No other supplier engagement

Forests

(5.11.7.1) Commodity

Select from:

- Timber products

(5.11.7.2) Action driven by supplier engagement

Select from:

- No other supplier engagement

Water

(5.11.7.2) Action driven by supplier engagement

Select from:

- No other supplier engagement

Plastics

(5.11.7.2) Action driven by supplier engagement

Select from:

- No other supplier engagement

[Add row]

(5.11.9) Provide details of any environmental engagement activity with other stakeholders in the value chain.

Climate change

(5.11.9.1) Type of stakeholder

Select from:

- Customers

(5.11.9.2) Type and details of engagement

Education/Information sharing

- Run an engagement campaign to educate stakeholders about the environmental impacts about your products, goods and/or services
- Share information on environmental initiatives, progress and achievements

(5.11.9.3) % of stakeholder type engaged

Select from:

- 76-99%

(5.11.9.4) % stakeholder-associated scope 3 emissions

Select from:

- 76-99%

(5.11.9.5) Rationale for engaging these stakeholders and scope of engagement

The group of customers we selected for our climate-related engagement activity is our customers in Japan. Our rationale for selecting our customers in Japan for engagement is that they generate the largest proportion of revenue and thus hold the largest impact on our business; the revenue from external customers in Japan accounted for 85% of our overall revenue from external customers in 2023. Creating a greener future requires community efforts that go beyond Scope 1 and Scope 2. Companies must provide environmentally responsible options and encourage consumers to choose those in their daily lives. In 2022, Rakuten launched the "Go Green Together" project, aiming to realize a sustainable society by providing users with more environmentally responsible lifestyle choices through the various Group services. The "Go Green Together" website provides practical tips and content for tackling climate change and other environmental problems. In May 2024, we also launched the "Rakuten Green Empowerment" website in Japanese, which introduces users to our environmental initiatives, progress and achievements, as well as how they can reduce their environmental impact by using Rakuten services.

(5.11.9.6) Effect of engagement and measures of success

"Rakuten Green Empowerment" website was newly launched in 2024 to commemorate a major milestone in Rakuten's environmental initiatives in 2023, which was achieving carbon neutrality for Scopes 1 and 2. The website garnered page views exceeding our quantitative threshold of 30k page views in the first three months since launch for a measure of success. The success and the impact of this engagement activity is noteworthy, given that our users who visited the website are now informed of our latest climate change-related initiatives, progress, and achievements in relation to our achievement of carbon neutrality in 2023, which can lead to building a firm foundation for a positive reputation towards our environmental efforts in the long term. It also introduces our users to how they can reduce environmental impact through using Rakuten services, which could lead more users to cross-use various Rakuten services, including those that we are currently developing as our "green services", through which environmentally responsible lifestyle choices are offered.

Forests

(5.11.9.1) Type of stakeholder

Select from:

- Customers

(5.11.9.2) Type and details of engagement

Education/Information sharing

- Share information about your products and relevant certification schemes

(5.11.9.3) % of stakeholder type engaged

Select from:

- 100%

(5.11.9.5) Rationale for engaging these stakeholders and scope of engagement

As a leader among Japan's e-commerce platforms connecting approximately 57,000 merchants with more than 100 million members in Japan, the expansion of sustainable products combined with shifts in consumer preference and behavior have the opportunity to result in new customer acquisition. To seize this opportunity, we are focusing our efforts on the mainstreaming of sustainable sourcing, production, and consumption through Earth Mall with Rakuten opened inside Rakuten Ichiba. On Earth Mall, we introduce sustainable products to our customers, including FSC-certified products in order to encourage consumers to choose more sustainable options. Earth Mall also features in-depth articles that share the stories behind the sustainable products on offer. Earth Mall with Rakuten can be accessed online by everyone, thus the scope of stakeholder type engaged is 100%. In addition to promoting sustainable consumption among consumers, Rakuten advocates and encourages merchants to transform their business practices to consider their impact on the environment and society. An online course on sustainable shopping and business opportunities was provided with merchants since 2019.

(5.11.9.6) Effect of engagement and measures of success

With the growing interest for sustainable consumption, Earth Mall has also seen steady growth. In 2022, GMS increased by 211.5% and the number of user access by 225%, year-on-year. In addition, our communication and engagement with customers on green activities are contributing to a better brand perception, which is monitored through NPS (Net Promoter Score) surveys. The Group-level NPS survey includes questions related to environmental sustainability, such as "Is Rakuten promoting environmentally friendly initiatives?", questions which have proven to positively contribute to the overall score.

Forests

(5.11.9.1) Type of stakeholder

Select from:

- Investors and shareholders

(5.11.9.2) Type and details of engagement

Education/Information sharing

- Share information on environmental initiatives, progress and achievements

(5.11.9.3) % of stakeholder type engaged

Select from:

- 100%

(5.11.9.5) Rationale for engaging these stakeholders and scope of engagement

Investors and shareholders are interested not only in a company's financial reports but also in the disclosure of non-financial information. We provide our investors and shareholders with information on our forest-related initiatives, progress, and achievements through various channels, both publicly available and non-disclosed, such as corporate website and online survey platforms.

(5.11.9.6) Effect of engagement and measures of success

Disclosing non-financial information can improve ESG rating scores and enhance the reputation of the company as a trusted entity.

Climate change

(5.11.9.1) Type of stakeholder

Select from:

- Investors and shareholders

(5.11.9.2) Type and details of engagement

Education/Information sharing

- Share information on environmental initiatives, progress and achievements

(5.11.9.3) % of stakeholder type engaged

Select from:

- 100%

(5.11.9.4) % stakeholder-associated scope 3 emissions

Select from:

- 100%

(5.11.9.5) Rationale for engaging these stakeholders and scope of engagement

Investors and shareholders are interested not only in a company's financial reports but also in the disclosure of non-financial information. We provide our investors and shareholders with information on our climate change-related initiatives, progress, and achievements through various channels, both publicly available and non-disclosed, such as corporate website and online survey platforms.

(5.11.9.6) Effect of engagement and measures of success

Disclosing non-financial information can improve ESG rating scores and enhance the reputation of the company as a trusted entity.
[Add row]

(5.13) Has your organization already implemented any mutually beneficial environmental initiatives due to CDP Supply Chain member engagement?

(5.13.1) Environmental initiatives implemented due to CDP Supply Chain member engagement

Select from:

- No, but we plan to within the next two years

(5.13.2) Primary reason for not implementing environmental initiatives

Select from:

- Lack of internal resources, capabilities, or expertise (e.g., due to organization size)

(5.13.3) Explain why your organization has not implemented any environmental initiatives

We currently do not possess the necessary internal resources, capabilities, and expertise to implement mutually beneficial environmental initiatives due to CDP Supply Chain member engagement, but we plan to do so as soon as we have them.

[Fixed row]

C6. Environmental Performance - Consolidation Approach

(6.1) Provide details on your chosen consolidation approach for the calculation of environmental performance data.

Climate change

(6.1.1) Consolidation approach used

Select from:

Operational control

(6.1.2) Provide the rationale for the choice of consolidation approach

We use the same consolidation approach as used in our financial accounting. Our rationale for choosing operational control for consolidation approach is that it allows us to directly influence and manage our emissions, leading to more effective reduction strategies, compared to other consolidation approaches.

Forests

(6.1.1) Consolidation approach used

Select from:

Operational control

(6.1.2) Provide the rationale for the choice of consolidation approach

We use the same consolidation approach as used in our financial accounting. Our rationale for choosing operational control for consolidation approach is that it allows us to directly influence and manage our environmental impact on this environmental issue - forest, leading to more effective countermeasures, compared to other consolidation approaches.

Water

(6.1.1) Consolidation approach used

Select from:

Operational control

(6.1.2) Provide the rationale for the choice of consolidation approach

We use the same consolidation approach as used in our financial accounting. Our rationale for choosing operational control for consolidation approach is that it allows us to directly influence and manage our environmental impact on water security, leading to more effective countermeasures, compared to other consolidation approaches.

Plastics

(6.1.1) Consolidation approach used

Select from:

Operational control

(6.1.2) Provide the rationale for the choice of consolidation approach

We use the same consolidation approach as used in our financial accounting. Our rationale for choosing operational control for consolidation approach is that it allows us to directly influence and manage our environmental impact on this environmental issue - plastics, leading to more effective countermeasures, compared to other consolidation approaches.

Biodiversity

(6.1.1) Consolidation approach used

Select from:

Operational control

(6.1.2) Provide the rationale for the choice of consolidation approach

We use the same consolidation approach as used in our financial accounting. Our rationale for choosing operational control for consolidation approach is that it allows us to directly influence and manage our environmental impact on biodiversity, leading to more effective countermeasures, compared to other consolidation approaches.

[Fixed row]

C7. Environmental performance - Climate Change

(7.1) Is this your first year of reporting emissions data to CDP?

Select from:

No

(7.1.1) Has your organization undergone any structural changes in the reporting year, or are any previous structural changes being accounted for in this disclosure of emissions data?

	Has there been a structural change?
	Select all that apply <input checked="" type="checkbox"/> No

[Fixed row]

(7.1.2) Has your emissions accounting methodology, boundary, and/or reporting year definition changed in the reporting year?

	Change(s) in methodology, boundary, and/or reporting year definition?
	Select all that apply <input checked="" type="checkbox"/> No

[Fixed row]

(7.1.3) Have your organization's base year emissions and past years' emissions been recalculated as a result of any changes or errors reported in 7.1.1 and/or 7.1.2?

(7.1.3.1) Base year recalculation

Select from:

- No, because the impact does not meet our significance threshold

(7.1.3.3) Base year emissions recalculation policy, including significance threshold

We will have targets be reviewed, and if necessary, recalculated and revalidated at a every 5 years and when significant changes occur that could compromise the existing target such as below. Changes in the consolidation approach chosen for the GHG inventory. Emissions of exclusions in the inventory or target boundary change significantly. Significant changes in company structure and activities Adjustments to data sources or calculation methodologies resulting in significant changes to an organization's total base year emissions or the target boundary base ear emissions Other significant changes to projections/assumptions used in setting the science-based targets.

(7.1.3.4) Past years' recalculation

Select from:

- No

[Fixed row]

(7.2) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate emissions.

Select all that apply

- Act on the Rational Use of Energy
- The Greenhouse Gas Protocol: Scope 2 Guidance
- The Greenhouse Gas Protocol: Corporate Value Chain (Scope 3) Standard
- Global GHG Accounting and Reporting Standard for the Financial Industry (PCAF)

- The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)
- Japan Ministry of the Environment, Law Concerning the Promotion of the Measures to Cope with Global Warming, Superseded by Revision of the Act on Promotion of Global Warming Countermeasures (2005 Amendment)
- Other, please specify :Act on Special Measures Concerning Procurement of Electricity from Renewable Energy Sources by Electricity Utilities

(7.3) Describe your organization’s approach to reporting Scope 2 emissions.

	Scope 2, location-based	Scope 2, market-based	Comment
	<i>Select from:</i> <input checked="" type="checkbox"/> We are reporting a Scope 2, location-based figure	<i>Select from:</i> <input checked="" type="checkbox"/> We are reporting a Scope 2, market-based figure	

[Fixed row]

(7.4) Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1, Scope 2 or Scope 3 emissions that are within your selected reporting boundary which are not included in your disclosure?

Select from:

- No

(7.5) Provide your base year and base year emissions.

Scope 1

(7.5.1) Base year end

12/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

(7.5.3) Methodological details

Calculated by multiplying the annual fuel consumption or purchase volume by the CO2 emission factor for each energy source. Emission factors for both domestic and overseas consumption are based on the Greenhouse Gas Accounting, Reporting, and Publication System under the Act on Promotion of Global Warming Countermeasures.

Scope 2 (location-based)

(7.5.1) Base year end

12/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

307140

(7.5.3) Methodological details

Calculated by multiplying annual electricity consumption by regional CO2 emission factors. For Japanese operations, we use alternative emission factor for each electric power provider based on the Act on Promotion of Global Warming Countermeasures. For overseas operations, we use country-based emission factors by the International Energy Agency (IEA).

Scope 2 (market-based)

(7.5.1) Base year end

12/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

268476

(7.5.3) Methodological details

Calculated by multiplying the annual electricity consumption by the CO2 emission factor for each electric power provider. For Japanese operations, we use the adjusted emission factors for each electric power provider based on the Act on Promotion of Global Warming Countermeasures. For overseas operations, we use emission factors according to the hierarchy of the GHG Protocol Scope 2 Guidance. The emission factor for renewable energy is assumed to be zero.

Scope 3 category 1: Purchased goods and services

(7.5.1) Base year end

12/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

1606349

(7.5.3) Methodological details

Calculated by multiplying the GHG emissions of major suppliers' own company and supply chain by the ratio of our purchase amount. If the supplier's GHG emissions are unavailable, the amount paid is multiplied by the emissions intensity based on the input-output table. We use the Ministry of the Environment's emissions intensity DB to calculate the GHG emissions of organizations through their supply chains.

Scope 3 category 2: Capital goods

(7.5.1) Base year end

12/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

967391

(7.5.3) Methodological details

Calculated by multiplying total capital investment by industry-based emission intensity. We use the Ministry of the Environment's emissions intensity DB to calculate the GHG emissions of organizations through their supply chains.

Scope 3 category 3: Fuel-and-energy-related activities (not included in Scope 1 or 2)

(7.5.1) Base year end

12/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

1218355

(7.5.3) Methodological details

Calculated by multiplying fuel and electricity consumption and Rakuten Energy's electricity procurement and sales by emission intensity by energy type. We use the Ministry of the Environment's emissions intensity DB and IDEA (Inventory Database for Environmental Analysis) of the National Institute of Advanced Industrial Science and Technology (AIST) to calculate the GHG emissions of organizations through their supply chains.

Scope 3 category 4: Upstream transportation and distribution

(7.5.1) Base year end

12/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

478254

(7.5.3) Methodological details

Calculated by multiplying transported weight and distance by emission intensity of each means of transportation and vehicle type. If transportation weight is unavailable, emission intensity is calculated by multiplying the amount paid by the emission intensity based on the input-output table. We use the Ministry of the Environment's emissions intensity DB to calculate the GHG emissions of organizations through their supply chains.

Scope 3 category 5: Waste generated in operations

(7.5.1) Base year end

12/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

11585

(7.5.3) Methodological details

Calculated by multiplying waste emissions by type-based and treatment method-based emissions intensities. We use the Ministry of the Environment's emissions intensity DB and IDEA (Inventory Database for Environmental Analysis) of the National Institute of Advanced Industrial Science and Technology (AIST) to calculate the GHG emissions of organizations through their supply chains.

Scope 3 category 6: Business travel

(7.5.1) Base year end

12/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

3982

(7.5.3) Methodological details

Calculated by multiplying the amount of business travel expenses by the emissions intensity of each means of transportation. If the amount of business travel expenses is unavailable, the value is calculated by multiplying the number of employees by the emission intensity per employee. We use the Ministry of the Environment's emissions intensity DB to calculate the GHG emissions of organizations through their supply chains.

Scope 3 category 7: Employee commuting

(7.5.1) Base year end

12/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

7581

(7.5.3) Methodological details

Calculated by multiplying the number of employees by the number of operating days per year, and then by the emission intensity for each city category. We use the Ministry of the Environment's emissions intensity DB to calculate the GHG emissions of organizations through their supply chains.

Scope 3 category 8: Upstream leased assets

(7.5.1) Base year end

12/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

1457

(7.5.3) Methodological details

Calculated by multiplying the proprietary size of the venue by the emission intensity for each building usage purpose. Some data center's electricity consumption was multiplied by the CO2 emission factors for each electric power provider. We use the Ministry of the Environment's emissions intensity DB to calculate the GHG emissions of organizations through their supply chains, as well as adjusted emission factors for each electric power provider based on the Act on Promotion of Global Warming Countermeasures.

Scope 3 category 9: Downstream transportation and distribution

(7.5.1) Base year end

12/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

0

(7.5.3) Methodological details

NA

Scope 3 category 10: Processing of sold products

(7.5.1) Base year end

12/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

0

(7.5.3) Methodological details

NA

Scope 3 category 11: Use of sold products

(7.5.1) Base year end

12/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

5198

(7.5.3) Methodological details

Calculated by multiplying the electricity consumption per unit quantity over the useful life of the product by the CO2 emission factor and then multiplying by the annual sales quantity of the product in question. We use alternative emission factor for each electric provider based on the Act on Promotion of Global Warming Countermeasures.

Scope 3 category 12: End of life treatment of sold products

(7.5.1) Base year end

12/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

2477

(7.5.3) Methodological details

Calculated by multiplying the amount of emissions from products and packaging materials by the emissions intensity for each waste type and disposal method. We use the Ministry of the Environment's emissions intensity DB to calculate the GHG emissions of organizations through their supply chains.

Scope 3 category 13: Downstream leased assets

(7.5.1) Base year end

12/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

0

(7.5.3) Methodological details

NA

Scope 3 category 14: Franchises

(7.5.1) Base year end

12/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

0

(7.5.3) Methodological details

Calculated by multiplying the electricity consumption of the subject store by the CO2 emission factor. We use alternative emission factor for each electric provider based on the Act on Promotion of Global Warming Countermeasures.

Scope 3 category 15: Investments

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

4899145

(7.5.3) Methodological details

*In accordance with PCAF standards, we use the following formula for each asset class. Financed emissions Σ (GHG emissions of the investee x Attribution Factor)
Calculation method for each major asset class is as follows. GHG emissions of the borrower: Calculated by multiplying the GHG emissions of the borrower by the company's published GHG emissions or by the GHG emission factor per net sales. Attribution Factor: Calculated by dividing the balance of investments and loans by the total amount of funding (EVIC or Total company equitydebt) of the investee. GHG emissions of the investee: We use country-based GHG emissions. Attribution Factor: calculated by dividing outstanding investments by purchase power parity-adjusted GDP.*

Scope 3: Other (upstream)

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

0

(7.5.3) Methodological details

NA

Scope 3: Other (downstream)

(7.5.1) Base year end

12/30/2022

(7.5.2) Base year emissions (metric tons CO2e)

0

(7.5.3) Methodological details

NA

[Fixed row]

(7.6) What were your organization's gross global Scope 1 emissions in metric tons CO2e?

Reporting year

(7.6.1) Gross global Scope 1 emissions (metric tons CO2e)

2991

(7.6.3) Methodological details

Calculated by multiplying the annual fuel consumption or purchase volume by the CO2 emission factor for each energy source. Emission factors for both domestic and overseas consumption are based on the Greenhouse Gas Accounting, Reporting, and Publication System under the Act on Promotion of Global Warming Countermeasures.

[Fixed row]

(7.7) What were your organization's gross global Scope 2 emissions in metric tons CO2e?

Reporting year

(7.7.1) Gross global Scope 2, location-based emissions (metric tons CO2e)

(7.7.2) Gross global Scope 2, market-based emissions (metric tons CO2e) (if applicable)

0

(7.7.4) Methodological details

location-based; Calculated by multiplying annual electricity consumption by regional CO2 emission factors. For Japanese operations, we use alternative emission factor for each electric power provider based on the Act on Promotion of Global Warming Countermeasures. For overseas operations, we use country-based emission factors by the International Energy Agency (IEA). market-based: Calculated by multiplying the annual electricity consumption by the CO2 emission factor for each electric power provider. For Japanese operations, we use the adjusted emission factors for each electric power provider based on the Act on Promotion of Global Warming Countermeasures. For overseas operations, we use emission factors according to the hierarchy of the GHG Protocol Scope 2 Guidance. The emission factor for renewable energy is assumed to be zero.

[Fixed row]

(7.8) Account for your organization's gross global Scope 3 emissions, disclosing and explaining any exclusions.**Purchased goods and services****(7.8.1) Evaluation status**

Select from:

Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

1357198

(7.8.3) Emissions calculation methodology

Select all that apply

Hybrid method

Spend-based method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.5) Please explain

Calculation Scope: Manufacture of purchased products and services (collected for the businesses accounting for 70% of consolidated cost of sales with the remainder as estimates) Calculation Method: Calculated by multiplying the GHG emissions of major suppliers' own company and supply chain by the ratio of our purchase amount. If the supplier's GHG emissions are unavailable, the amount paid is multiplied by the emissions intensity based on the input-output table. We use the Ministry of the Environment's emissions intensity DB to calculate the GHG emissions of organizations through their supply chains.

Capital goods

(7.8.1) Evaluation status

Select from:

Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

1167120

(7.8.3) Emissions calculation methodology

Select all that apply

Spend-based method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.5) Please explain

Calculation Scope: Construction or manufacture of capital goods purchased or acquired Calculation Method: Calculated by multiplying total capital investment by industry-based emission intensity. We use the Ministry of the Environment's emissions intensity DB to calculate the GHG emissions of organizations through their supply chains.

Fuel-and-energy-related activities (not included in Scope 1 or 2)

(7.8.1) Evaluation status

Select from:

Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

844543

(7.8.3) Emissions calculation methodology

Select all that apply

Average data method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

82

(7.8.5) Please explain

Calculation Scope: Construction or manufacture of capital goods purchased or acquired Calculation Method: Calculated by multiplying fuel and electricity consumption and Rakuten Energy's electricity procurement and sales by emission intensity by energy type. We use the Ministry of the Environment's emissions intensity DB and IDEA (Inventory Database for Environmental Analysis) of the National Institute of Advanced Industrial Science and Technology (AIST) to calculate the GHG emissions of organizations through their supply chains.

Upstream transportation and distribution

(7.8.1) Evaluation status

Select from:

Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

(7.8.3) Emissions calculation methodology

Select all that apply

- Spend-based method
- Distance-based method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.5) Please explain

Calculation Scope: Disposal and processing of industrial and general waste generated in factories, warehouses, sports stadiums, and offices Calculation Method: Calculated by multiplying transported weight and distance by emission intensity of each means of transportation and vehicle type. If transportation weight is unavailable, emission intensity is calculated by multiplying the amount paid by the emission intensity based on the input-output table. We use the Ministry of the Environment's emissions intensity DB to calculate the GHG emissions of organizations through their supply chains.

Waste generated in operations

(7.8.1) Evaluation status

Select from:

- Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO₂e)

5749

(7.8.3) Emissions calculation methodology

Select all that apply

- Hybrid method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.5) Please explain

Calculation Scope: Disposal and processing of industrial and general waste generated in factories, warehouses, sports stadiums, and offices Calculation Method: Calculated by multiplying waste emissions by type-based and treatment method-based emissions intensities. We use the Ministry of the Environment's emissions intensity DB and IDEA (Inventory Database for Environmental Analysis) of the National Institute of Advanced Industrial Science and Technology (AIST) to calculate the GHG emissions of organizations through their supply chains.

Business travel

(7.8.1) Evaluation status

Select from:

Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

3950

(7.8.3) Emissions calculation methodology

Select all that apply

Hybrid method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.5) Please explain

Calculation Scope: Business travel Calculation Method: Calculated by multiplying the amount of business travel expenses by the emissions intensity of each means of transportation. If the amount of business travel expenses is unavailable, the value is calculated by multiplying the number of employees by the emission intensity per employee. We use the Ministry of the Environment's emissions intensity DB to calculate the GHG emissions of organizations through their supply chains.

Employee commuting

(7.8.1) Evaluation status

Select from:

Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

7377

(7.8.3) Emissions calculation methodology

Select all that apply

Average data method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.5) Please explain

Calculation Scope: Employee commuting Calculation Method: Calculated by multiplying the number of employees by the number of operating days per year, and then by the emission intensity for each city category. We use the Ministry of the Environment's emissions intensity DB to calculate the GHG emissions of organizations through their supply chains.

Upstream leased assets

(7.8.1) Evaluation status

Select from:

Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

(7.8.3) Emissions calculation methodology

Select all that apply

- Average data method
- Asset-specific method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.5) Please explain

Calculation Scope: Operation of event venues and data centers the Company rents Calculation Method: Calculated by multiplying the proprietary size of the venue by the emission intensity for each building usage purpose. Some data center's electricity consumption was multiplied by the CO2 emission factors for each electric power provider. We use the Ministry of the Environment's emissions intensity DB to calculate the GHG emissions of organizations through their supply chains, as well as adjusted emission factors for each electric power provider based on the Act on Promotion of Global Warming Countermeasures.

Downstream transportation and distribution

(7.8.1) Evaluation status

Select from:

- Not relevant, explanation provided

(7.8.5) Please explain

We set the calculation scope to only domestic facilities from which we can gather reliable information, but the emissions from downstream transportation and distribution was below 0.1% of the Scope 3 total emissions, so we excluded this category from our Scope 3 calculation.

Processing of sold products

(7.8.1) Evaluation status

Select from:

Not relevant, explanation provided

(7.8.5) Please explain

Rakuten does not process its sold products, and therefore there are no Rakuten products that fall under this category.

Use of sold products

(7.8.1) Evaluation status

Select from:

Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

46904

(7.8.3) Emissions calculation methodology

Select all that apply

Average product method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.5) Please explain

Calculation Scope: Use of sold products Calculation Method: Calculated by multiplying the electricity consumption per unit quantity over the useful life of the product by the CO2 emission factor and then multiplying by the annual sales quantity of the product in question. We use alternative emission factor for each electric provider based on the Act on Promotion of Global Warming Countermeasures.

End of life treatment of sold products

(7.8.1) Evaluation status

Select from:

Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

2738

(7.8.3) Emissions calculation methodology

Select all that apply

Waste-type-specific method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.5) Please explain

Calculation Scope: End-of-life treatment of sold products Calculation Method: Calculated by multiplying the amount of emissions from products and packaging materials by the emissions intensity for each waste type and disposal method. We use the Ministry of the Environment's emissions intensity DB to calculate the GHG emissions of organizations through their supply chains.

Downstream leased assets

(7.8.1) Evaluation status

Select from:

Not relevant, explanation provided

(7.8.5) Please explain

There is no service provided by Rakuten that falls under this category.

Franchises

(7.8.1) Evaluation status

Select from:

Not relevant, explanation provided

(7.8.5) Please explain

Calculation Scope: Scope 1 and 2 of major mobile store franchises (for stores with electricity usage of 131,400 kWh and over). No mobile store franchise exceeded the threshold for FY2023.

Investments

(7.8.1) Evaluation status

Select from:

Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

9034765

(7.8.3) Emissions calculation methodology

Select all that apply

Investment-specific method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

73

(7.8.5) Please explain

Calculation Scope: Investment in listed equity and corporate bonds, business loans, project finance, etc. of Rakuten Bank, Rakuten Card, Rakuten General Insurance, and Rakuten Life Insurance, which provide investment and financial services (excluding consumer mortgages and motor vehicle loans) Calculation Method: In accordance with PCAF standards, we use the following formula for each asset class. Financed emissions Σ (GHG emissions of the investee x Attribution Factor) The response for each asset class is as follows. GHG emissions of the borrower: Calculated by multiplying the GHG emissions of the borrower by the

company's published GHG emissions or by the GHG emission factor per net sales. Attribution Factor: Calculated by dividing the balance of investments and loans by the total amount of funding (EVIC or Total company equitydebt) of the investee. GHG emissions of the investee: We use country-based GHG emissions. Attribution Factor: calculated by dividing outstanding investments by purchase power parity-adjusted GDP.

Other (upstream)

(7.8.1) Evaluation status

Select from:

Not evaluated

(7.8.5) Please explain

Other (downstream)

(7.8.1) Evaluation status

Select from:

Not evaluated

(7.8.5) Please explain

[Fixed row]

(7.9) Indicate the verification/assurance status that applies to your reported emissions.

	Verification/assurance status
Scope 1	<i>Select from:</i> <input checked="" type="checkbox"/> Third-party verification or assurance process in place
Scope 2 (location-based or market-based)	<i>Select from:</i> <input checked="" type="checkbox"/> Third-party verification or assurance process in place
Scope 3	<i>Select from:</i> <input checked="" type="checkbox"/> Third-party verification or assurance process in place

[Fixed row]

(7.9.1) Provide further details of the verification/assurance undertaken for your Scope 1 emissions, and attach the relevant statements.

Row 1

(7.9.1.1) Verification or assurance cycle in place

Select from:

Annual process

(7.9.1.2) Status in the current reporting year

Select from:

Complete

(7.9.1.3) Type of verification or assurance

Select from:

Limited assurance

(7.9.1.4) Attach the statement

Independent Assurance Statement ESG Databook.pdf

(7.9.1.5) Page/section reference

Independent Assurance Statement p.1 and ESG Databook p.7

(7.9.1.6) Relevant standard

Select from:

ISAE 3410

(7.9.1.7) Proportion of reported emissions verified (%)

100

[Add row]

(7.9.2) Provide further details of the verification/assurance undertaken for your Scope 2 emissions and attach the relevant statements.

Row 1

(7.9.2.1) Scope 2 approach

Select from:

Scope 2 location-based

(7.9.2.2) Verification or assurance cycle in place

Select from:

Annual process

(7.9.2.3) Status in the current reporting year

Select from:

Complete

(7.9.2.4) Type of verification or assurance

Select from:

Limited assurance

(7.9.2.5) Attach the statement

Independent Assurance Statement ESG Databook.pdf

(7.9.2.6) Page/ section reference

Independent Assurance Statement p.1 and ESG Databook p.7

(7.9.2.7) Relevant standard

Select from:

ISAE 3410

(7.9.2.8) Proportion of reported emissions verified (%)

100

Row 2

(7.9.2.1) Scope 2 approach

Select from:

Scope 2 market-based

(7.9.2.2) Verification or assurance cycle in place

Select from:

Annual process

(7.9.2.3) Status in the current reporting year

Select from:

Complete

(7.9.2.4) Type of verification or assurance

Select from:

Limited assurance

(7.9.2.5) Attach the statement

Independent Assurance Statement ESG Databook.pdf

(7.9.2.6) Page/ section reference

Independent Assurance Statement p.1 and ESG Databook p.7

(7.9.2.7) Relevant standard

Select from:

ISAE 3410

(7.9.2.8) Proportion of reported emissions verified (%)

100

[Add row]

(7.9.3) Provide further details of the verification/assurance undertaken for your Scope 3 emissions and attach the relevant statements.

Row 1

(7.9.3.1) Scope 3 category

Select all that apply

- Scope 3: Investments
- Scope 3: Capital goods
- Scope 3: Business travel
- Scope 3: Employee commuting
- Scope 3: Use of sold products
- Scope 3: Fuel and energy-related activities (not included in Scopes 1 or 2)
- Scope 3: Upstream leased assets
- Scope 3: Purchased goods and services
- Scope 3: Waste generated in operations
- Scope 3: End-of-life treatment of sold products
- Scope 3: Upstream transportation and distribution

(7.9.3.2) Verification or assurance cycle in place

Select from:

- Annual process

(7.9.3.3) Status in the current reporting year

Select from:

- Complete

(7.9.3.4) Type of verification or assurance

Select from:

- Limited assurance

(7.9.3.5) Attach the statement

Independent Assurance Statement ESG Databook.pdf

(7.9.3.6) Page/section reference

Independent Assurance Statement p.1 and ESG Databook p.7

(7.9.3.7) Relevant standard

Select from:

ISAE 3410

(7.9.3.8) Proportion of reported emissions verified (%)

100

[Add row]

(7.10) How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to those of the previous reporting year?

Select from:

Decreased

(7.10.1) Identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined), and for each of them specify how your emissions compare to the previous year.

Change in renewable energy consumption

(7.10.1.1) Change in emissions (metric tons CO₂e)

267517

(7.10.1.2) Direction of change in emissions

Select from:

Decreased

(7.10.1.3) Emissions value (percentage)

99

(7.10.1.4) Please explain calculation

268,476(FY22 Scope2 emissions) -0 t-co2(FY23 Scope2 emissions) -959(other emissions reduction activity of FY23) 267517 t-co2 The decrease is due to an increase in the use of on-site power generation (solar) and purchase of renewable energy menus and the change in the scope of application of energy attribute certificates to non-renewable electricity from Rakuten Group, Inc. and some subsidiaries to Rakuten Group.

Other emissions reduction activities

(7.10.1.1) Change in emissions (metric tons CO2e)

959

(7.10.1.2) Direction of change in emissions

Select from:

Decreased

(7.10.1.3) Emissions value (percentage)

0.4

(7.10.1.4) Please explain calculation

As described in 7.55, we conducted the initiatives to reduce CO2 emissions.

Divestment

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

NA

Acquisitions

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

NA

Mergers

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

NA

Change in output

(7.10.1.1) Change in emissions (metric tons CO2e)

1246

(7.10.1.2) Direction of change in emissions

Select from:

Increased

(7.10.1.3) Emissions value (percentage)

0.5

(7.10.1.4) Please explain calculation

2,991 (FY2023 Scope1 emissions) -1745 (FY2022 Scope1 emissions) 1246 t-co2 The increase of 1,246 t-CO2 in FY2023 is due to the change in the scope of data collection from 18 to 25 sites. This is mainly due to hotels and warehouses starting operations.

Change in methodology

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

NA

Change in boundary

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

NA

Change in physical operating conditions

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

NA

Unidentified

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

NA

Other

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

NA

[Fixed row]

(7.10.2) Are your emissions performance calculations in 7.10 and 7.10.1 based on a location-based Scope 2 emissions figure or a market-based Scope 2 emissions figure?

Select from:

Market-based

(7.12) Are carbon dioxide emissions from biogenic carbon relevant to your organization?

Select from:

No

(7.15) Does your organization break down its Scope 1 emissions by greenhouse gas type?

Select from:

No

(7.16) Break down your total gross global Scope 1 and 2 emissions by country/area.

Canada

(7.16.1) Scope 1 emissions (metric tons CO2e)

66

(7.16.2) Scope 2, location-based (metric tons CO2e)

14

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

France

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

32

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

Germany

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

Israel

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

129

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

Japan

(7.16.1) Scope 1 emissions (metric tons CO2e)

2431

(7.16.2) Scope 2, location-based (metric tons CO2e)

333225

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

Luxembourg

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

8

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

Singapore

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

160

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

Taiwan, China

(7.16.1) Scope 1 emissions (metric tons CO2e)

45

(7.16.2) Scope 2, location-based (metric tons CO2e)

1518

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

United Kingdom of Great Britain and Northern Ireland

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

61

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

United States of America

(7.16.1) Scope 1 emissions (metric tons CO2e)

449

(7.16.2) Scope 2, location-based (metric tons CO2e)

1848

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

[Fixed row]

(7.17) Indicate which gross global Scope 1 emissions breakdowns you are able to provide.

Select all that apply

By activity

(7.17.3) Break down your total gross global Scope 1 emissions by business activity.

	Activity	Scope 1 emissions (metric tons CO2e)
Row 1	<i>Sports facility</i>	717
Row 2	<i>Mobile Network</i>	0
Row 3	<i>Data center</i>	7
Row 4	<i>Office</i>	903
Row 5	<i>Others</i>	1365

[Add row]

(7.20) Indicate which gross global Scope 2 emissions breakdowns you are able to provide.

Select all that apply

By activity

(7.20.3) Break down your total gross global Scope 2 emissions by business activity.

	Activity	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Row 1	<i>Sports facility</i>	5604	0

	Activity	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Row 2	<i>Mobile network</i>	240253	0
Row 3	<i>Data center</i>	59042	0
Row 4	<i>Office</i>	20585	0
Row 5	<i>Others</i>	11740	0

[Add row]

(7.22) Break down your gross Scope 1 and Scope 2 emissions between your consolidated accounting group and other entities included in your response.

Consolidated accounting group

(7.22.1) Scope 1 emissions (metric tons CO2e)

2991

(7.22.2) Scope 2, location-based emissions (metric tons CO2e)

337224

(7.22.3) Scope 2, market-based emissions (metric tons CO2e)

0

(7.22.4) Please explain

In order to determine what is included in the consolidated accounting group, we consulted a list prepared by the company.

All other entities

(7.22.1) Scope 1 emissions (metric tons CO2e)

0

(7.22.2) Scope 2, location-based emissions (metric tons CO2e)

0

(7.22.3) Scope 2, market-based emissions (metric tons CO2e)

0

(7.22.4) Please explain

*Our response does not include any other entities.
[Fixed row]*

(7.23) Is your organization able to break down your emissions data for any of the subsidiaries included in your CDP response?

Select from:

Yes

(7.23.1) Break down your gross Scope 1 and Scope 2 emissions by subsidiary.

Row 1

(7.23.1.1) Subsidiary name

Rakuten Bank, Ltd.

(7.23.1.2) Primary activity

Select from:

Banks

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

ISIN code - equity

Ticker symbol

LEI number

(7.23.1.5) ISIN code – equity

JP3967220009

(7.23.1.7) Ticker symbol

5838

(7.23.1.9) LEI number

3538007HFAF2NOCBUE44

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

0

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

1672

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

0

(7.23.1.15) Comment

Row 2

(7.23.1.1) Subsidiary name

Rakuten Mobile, Inc.

(7.23.1.2) Primary activity

Select from:

Telecommunications services

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

No unique identifier

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

0

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

284110

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

0

(7.23.1.15) Comment

Row 3

(7.23.1.1) Subsidiary name

Rakuten Kobo Inc.

(7.23.1.2) Primary activity

Select from:

Web-based services

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

No unique identifier

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

66

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

14

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

0

(7.23.1.15) Comment

[Add row]

(7.26) Allocate your emissions to your customers listed below according to the goods or services you have sold them in this reporting period.

Row 1

(7.26.1) Requesting member

Select from:

(7.26.2) Scope of emissions

Select from:

Scope 1

(7.26.4) Allocation level

Select from:

Company wide

(7.26.6) Allocation method

Select from:

Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

3000000

(7.26.9) Emissions in metric tonnes of CO₂e

0.0448

(7.26.10) Uncertainty (±%)

(7.26.11) Major sources of emissions

Fuel Consumption

(7.26.12) Allocation verified by a third party?

Select from:

No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

*Revenue represented by the company is confirmed to be 3million JPY in FY2023. Scope1 of Rakuten Group in FY2023, 2,991 t-CO2. 2,991 t-CO2 *(3million JPY/ 2,071,315 million JPY) 0.0448 t-CO2. The market value of goods/services provided in Query 7.26.8 represents Rakuten Group, Inc. on a standalone basis.*

(7.26.14) Where published information has been used, please provide a reference

Revenue: <https://global.rakuten.com/corp/investors/documents/results/2023.html> Scope1 emissions: https://global.rakuten.com/corp/sustainability/docs/library/ESG_Databook_EN.pdf

Row 2**(7.26.1) Requesting member**

Select from:

(7.26.2) Scope of emissions

Select from:

Scope 2: market-based

(7.26.4) Allocation level

Select from:

Company wide

(7.26.6) Allocation method

Select from:

Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

3000000

(7.26.9) Emissions in metric tonnes of CO₂e

0

(7.26.10) Uncertainty (±%)

0

(7.26.11) Major sources of emissions

Purchased electricity

(7.26.12) Allocation verified by a third party?

Select from:

No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Revenue represented by the company is confirmed to be 3million JPY in FY2023. Scope2(market-base) of Rakuten Group in FY20230 t-CO2. 0t-CO2 *(3 million JPY/ 2,071,315million JPY) 0 t-CO2. The market value of goods/services provided in Query 7.26.8 represents Rakuten Group, Inc. on a standalone basis.

(7.26.14) Where published information has been used, please provide a reference

Revenue:<https://global.rakuten.com/corp/investors/documents/results/2023.html> Scope2 emissions:
https://global.rakuten.com/corp/sustainability/docs/library/ESG_Databook_EN.pdf

Row 3

(7.26.1) Requesting member

Select from:

(7.26.2) Scope of emissions

Select from:

Scope 1

(7.26.4) Allocation level

Select from:

Company wide

(7.26.6) Allocation method

Select from:

Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

31000000

(7.26.9) Emissions in metric tonnes of CO2e

0.0043

(7.26.10) Uncertainty (±%)

0

(7.26.11) Major sources of emissions

Fuel Consumption

(7.26.12) Allocation verified by a third party?

Select from:

No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

*Revenue represented by the company is confirmed to be 31million JPY in FY2023. Scope1 of Rakuten Group in FY20232,991 t-CO2. 2,991 t-CO2 *(31million JPY/ 2,071,315million JPY) 0.0448 t-CO2. The market value of goods/services provided in Query 7.26.8 represents Rakuten Group, Inc. on a standalone basis.*

(7.26.14) Where published information has been used, please provide a reference

Revenue: <https://global.rakuten.com/corp/investors/documents/results/2023.html> Scope1 emissions: https://global.rakuten.com/corp/sustainability/docs/library/ESG_Databook_EN.pdf

Row 4

(7.26.1) Requesting member

Select from:

(7.26.2) Scope of emissions

Select from:

Scope 2: market-based

(7.26.4) Allocation level

Select from:

Company wide

(7.26.6) Allocation method

Select from:

Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

31000000

(7.26.9) Emissions in metric tonnes of CO₂e

0

(7.26.10) Uncertainty (±%)

0

(7.26.11) Major sources of emissions

Purchased electricity

(7.26.12) Allocation verified by a third party?

Select from:

No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

*Revenue represented by the company is confirmed to be 31million JPY in FY2023. Scope2(market-base) of Rakuten Group in FY20230 t-CO2 0t-CO2 *(31million JPY/ 2,071,315million JPY) 0 t-CO2. The market value of goods/services provided in Query 7.26.8 represents Rakuten Group, Inc. on a standalone basis.*

(7.26.14) Where published information has been used, please provide a reference

*Revenue:<https://global.rakuten.com/corp/investors/documents/results/2023.html> Scope2 emissions:
https://global.rakuten.com/corp/sustainability/docs/library/ESG_Databook_EN.pdf*

Row 5

(7.26.1) Requesting member

Select from:

(7.26.2) Scope of emissions

Select from:

Scope 1

(7.26.4) Allocation level

Select from:

Company wide

(7.26.6) Allocation method

Select from:

Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

0

(7.26.9) Emissions in metric tonnes of CO2e

0

(7.26.10) Uncertainty (±%)

0

(7.26.11) Major sources of emissions

None

(7.26.12) Allocation verified by a third party?

Select from:

No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Revenue represented by the company is confirmed to be 0 in FY2023.

(7.26.14) Where published information has been used, please provide a reference

None

Row 6

(7.26.1) Requesting member

Select from:

(7.26.2) Scope of emissions

Select from:

Scope 1

(7.26.4) Allocation level

Select from:

Company wide

(7.26.6) Allocation method

Select from:

Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

0

(7.26.9) Emissions in metric tonnes of CO₂e

0

(7.26.10) Uncertainty ($\pm\%$)

0

(7.26.11) Major sources of emissions

None

(7.26.12) Allocation verified by a third party?

Select from:

No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Revenue represented by the company is confirmed to be 0 in FY2023.

(7.26.14) Where published information has been used, please provide a reference

None

Row 7

(7.26.1) Requesting member

Select from:

(7.26.2) Scope of emissions

Select from:

Scope 1

(7.26.4) Allocation level

Select from:

Company wide

(7.26.6) Allocation method

Select from:

Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

0

(7.26.9) Emissions in metric tonnes of CO₂e

0

(7.26.10) Uncertainty (±%)

0

(7.26.11) Major sources of emissions

None

(7.26.12) Allocation verified by a third party?

Select from:

No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Revenue represented by the company is confirmed to be 0 in FY2023.

(7.26.14) Where published information has been used, please provide a reference

None

[Add row]

(7.27) What are the challenges in allocating emissions to different customers, and what would help you to overcome these challenges?

Row 1

(7.27.1) Allocation challenges

Select from:

Customer base is too large and diverse to accurately track emissions to the customer level

(7.27.2) Please explain what would help you overcome these challenges

Collecting detailed data on each customer

[Add row]

(7.28) Do you plan to develop your capabilities to allocate emissions to your customers in the future?

(7.28.1) Do you plan to develop your capabilities to allocate emissions to your customers in the future?

Select from:

No

(7.28.3) Primary reason for no plans to develop your capabilities to allocate emissions to your customers

Select from:

- Not an immediate strategic priority

(7.28.4) Explain why you do not plan to develop capabilities to allocate emissions to your customers

The allocation can be done based on spending of our customer on Rakuten Group and our published group-level Scope 1/2/3.
 [Fixed row]

(7.29) What percentage of your total operational spend in the reporting year was on energy?

Select from:

- More than 0% but less than or equal to 5%

(7.30) Select which energy-related activities your organization has undertaken.

	Indicate whether your organization undertook this energy-related activity in the reporting year
Consumption of fuel (excluding feedstocks)	Select from: <input checked="" type="checkbox"/> Yes
Consumption of purchased or acquired electricity	Select from: <input checked="" type="checkbox"/> Yes
Consumption of purchased or acquired heat	Select from: <input checked="" type="checkbox"/> No
Consumption of purchased or acquired steam	Select from: <input checked="" type="checkbox"/> No

	Indicate whether your organization undertook this energy-related activity in the reporting year
Consumption of purchased or acquired cooling	Select from: <input checked="" type="checkbox"/> No
Generation of electricity, heat, steam, or cooling	Select from: <input checked="" type="checkbox"/> Yes

[Fixed row]

(7.30.1) Report your organization's energy consumption totals (excluding feedstocks) in MWh.

Consumption of fuel (excluding feedstock)

(7.30.1.1) Heating value

Select from:

HHV (higher heating value)

(7.30.1.2) MWh from renewable sources

0

(7.30.1.3) MWh from non-renewable sources

15941

(7.30.1.4) Total (renewable and non-renewable) MWh

15941

Consumption of purchased or acquired electricity

(7.30.1.1) Heating value

Select from:

Unable to confirm heating value

(7.30.1.2) MWh from renewable sources

787017

(7.30.1.3) MWh from non-renewable sources

0

(7.30.1.4) Total (renewable and non-renewable) MWh

787017

Consumption of self-generated non-fuel renewable energy

(7.30.1.1) Heating value

Select from:

Unable to confirm heating value

(7.30.1.2) MWh from renewable sources

231

(7.30.1.4) Total (renewable and non-renewable) MWh

231

Total energy consumption

(7.30.1.1) Heating value

Select from:

Unable to confirm heating value

(7.30.1.2) MWh from renewable sources

787248

(7.30.1.3) MWh from non-renewable sources

15941

(7.30.1.4) Total (renewable and non-renewable) MWh

803189

[Fixed row]

(7.30.6) Select the applications of your organization's consumption of fuel.

	Indicate whether your organization undertakes this fuel application
Consumption of fuel for the generation of electricity	Select from: <input checked="" type="checkbox"/> No
Consumption of fuel for the generation of heat	Select from: <input checked="" type="checkbox"/> No
Consumption of fuel for the generation of steam	Select from: <input checked="" type="checkbox"/> No
Consumption of fuel for the generation of cooling	Select from: <input checked="" type="checkbox"/> No

	Indicate whether your organization undertakes this fuel application
Consumption of fuel for co-generation or tri-generation	<i>Select from:</i> <input checked="" type="checkbox"/> No

[Fixed row]

(7.30.7) State how much fuel in MWh your organization has consumed (excluding feedstocks) by fuel type.

Sustainable biomass

(7.30.7.1) Heating value

Select from:

Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.8) Comment

No consumption of sustainable biomass

Other biomass

(7.30.7.1) Heating value

Select from:

Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.8) Comment

No consumption of other biomass

Other renewable fuels (e.g. renewable hydrogen)

(7.30.7.1) Heating value

Select from:

Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.8) Comment

No consumption of other renewable fuels

Coal

(7.30.7.1) Heating value

Select from:

Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.8) Comment

No consumption of coal

Oil

(7.30.7.1) Heating value

Select from:

HHV

(7.30.7.2) Total fuel MWh consumed by the organization

1081

(7.30.7.8) Comment

Oil is used mainly as fuel for cars.

Gas

(7.30.7.1) Heating value

Select from:

HHV

(7.30.7.2) Total fuel MWh consumed by the organization

14860

(7.30.7.8) Comment

Gas is used primarily as fuel for cooking and air conditioning.

Other non-renewable fuels (e.g. non-renewable hydrogen)

(7.30.7.1) Heating value

Select from:

Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.8) Comment

No consumption of Other non-renewable fuels

Total fuel

(7.30.7.1) Heating value

Select from:

HHV

(7.30.7.2) Total fuel MWh consumed by the organization

15941

(7.30.7.8) Comment

*Gas 1081 (MWh) Oil 14860 (MWh) 15941 (MWh)
[Fixed row]*

(7.30.9) Provide details on the electricity, heat, steam, and cooling your organization has generated and consumed in the reporting year.

Electricity

(7.30.9.1) Total Gross generation (MWh)

231

(7.30.9.2) Generation that is consumed by the organization (MWh)

231

(7.30.9.3) Gross generation from renewable sources (MWh)

231

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

231

Heat

(7.30.9.1) Total Gross generation (MWh)

0

(7.30.9.2) Generation that is consumed by the organization (MWh)

0

(7.30.9.3) Gross generation from renewable sources (MWh)

0

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

0

Steam

(7.30.9.1) Total Gross generation (MWh)

0

(7.30.9.2) Generation that is consumed by the organization (MWh)

0

(7.30.9.3) Gross generation from renewable sources (MWh)

0

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

0

Cooling

(7.30.9.1) Total Gross generation (MWh)

0

(7.30.9.2) Generation that is consumed by the organization (MWh)

0

(7.30.9.3) Gross generation from renewable sources (MWh)

0

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

0

[Fixed row]

(7.30.16) Provide a breakdown by country/area of your electricity/heat/steam/cooling consumption in the reporting year.

Canada

(7.30.16.1) Consumption of purchased electricity (MWh)

130

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.3) Is some or all of this electricity consumption excluded from your RE100 commitment?

Select from:

No

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

130.00

(7.30.16.7) Provide details of the electricity consumption excluded

There is no exclusion.

France

(7.30.16.1) Consumption of purchased electricity (MWh)

483

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.3) Is some or all of this electricity consumption excluded from your RE100 commitment?

Select from:

No

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

483.00

(7.30.16.7) Provide details of the electricity consumption excluded

There is no exclusion.

Germany

(7.30.16.1) Consumption of purchased electricity (MWh)

614

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.3) Is some or all of this electricity consumption excluded from your RE100 commitment?

Select from:

No

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

614.00

(7.30.16.7) Provide details of the electricity consumption excluded

There is no exclusion.

Israel

(7.30.16.1) Consumption of purchased electricity (MWh)

301

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.3) Is some or all of this electricity consumption excluded from your RE100 commitment?

Select from:

No

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

301.00

(7.30.16.7) Provide details of the electricity consumption excluded

There is no exclusion.

Japan

(7.30.16.1) Consumption of purchased electricity (MWh)

776748

(7.30.16.2) Consumption of self-generated electricity (MWh)

96

(7.30.16.3) Is some or all of this electricity consumption excluded from your RE100 commitment?

Select from:

No

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

776844.00

(7.30.16.7) Provide details of the electricity consumption excluded

There is no exclusion.

Luxembourg

(7.30.16.1) Consumption of purchased electricity (MWh)

90

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.3) Is some or all of this electricity consumption excluded from your RE100 commitment?

Select from:

No

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

90.00

(7.30.16.7) Provide details of the electricity consumption excluded

There is no exclusion.

Singapore

(7.30.16.1) Consumption of purchased electricity (MWh)

411

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.3) Is some or all of this electricity consumption excluded from your RE100 commitment?

Select from:

No

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

411.00

(7.30.16.7) Provide details of the electricity consumption excluded

There is no exclusion.

Taiwan, China

(7.30.16.1) Consumption of purchased electricity (MWh)

2669

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.3) Is some or all of this electricity consumption excluded from your RE100 commitment?

Select from:

No

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

2669.00

(7.30.16.7) Provide details of the electricity consumption excluded

There is no exclusion.

United Kingdom of Great Britain and Northern Ireland

(7.30.16.1) Consumption of purchased electricity (MWh)

306

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.3) Is some or all of this electricity consumption excluded from your RE100 commitment?

Select from:

No

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

306.00

(7.30.16.7) Provide details of the electricity consumption excluded

There is no exclusion.

United States of America

(7.30.16.1) Consumption of purchased electricity (MWh)

5265

(7.30.16.2) Consumption of self-generated electricity (MWh)

135

(7.30.16.3) Is some or all of this electricity consumption excluded from your RE100 commitment?

Select from:

No

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

5400.00

(7.30.16.7) Provide details of the electricity consumption excluded

There is no exclusion.

[Fixed row]

(7.30.17) Provide details of your organization's renewable electricity purchases in the reporting year by country/area.

Row 1

(7.30.17.1) Country/area of consumption of purchased renewable electricity

Select from:

Japan

(7.30.17.2) Sourcing method

Select from:

Unbundled procurement of Energy Attribute Certificates (EACs)

(7.30.17.3) Renewable electricity technology type

Select from:

Solar

(7.30.17.4) Renewable electricity consumed via selected sourcing method in the reporting year (MWh)

256435

(7.30.17.5) Tracking instrument used

Select from:

NFC - Renewable

(7.30.17.6) Country/area of origin (generation) of purchased renewable electricity

Select from:

Japan

(7.30.17.7) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

Yes

(7.30.17.8) Commissioning year of the energy generation facility (e.g. date of first commercial operation or repowering)

2013

(7.30.17.9) Vintage of the renewable energy/attribute (i.e. year of generation)

Select from:

2023

(7.30.17.10) Supply arrangement start year

2023

(7.30.17.11) Ecolabel associated with purchased renewable electricity

Select from:

No additional, voluntary label

(7.30.17.12) Comment

The renewable technology type is not sustainable biomass.

Row 2

(7.30.17.1) Country/area of consumption of purchased renewable electricity

Select from:

Japan

(7.30.17.2) Sourcing method

Select from:

Unbundled procurement of Energy Attribute Certificates (EACs)

(7.30.17.3) Renewable electricity technology type

Select from:

Solar

(7.30.17.4) Renewable electricity consumed via selected sourcing method in the reporting year (MWh)

487326

(7.30.17.5) Tracking instrument used

Select from:

NFC - Renewable

(7.30.17.6) Country/area of origin (generation) of purchased renewable electricity

Select from:

Japan

(7.30.17.7) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

Yes

(7.30.17.8) Commissioning year of the energy generation facility (e.g. date of first commercial operation or repowering)

2013

(7.30.17.9) Vintage of the renewable energy/attribute (i.e. year of generation)

Select from:

2023

(7.30.17.10) Supply arrangement start year

2023

(7.30.17.11) Ecolabel associated with purchased renewable electricity

Select from:

No additional, voluntary label

(7.30.17.12) Comment

The renewable technology type is not sustainable biomass.

Row 3

(7.30.17.1) Country/area of consumption of purchased renewable electricity

Select from:

Japan

(7.30.17.2) Sourcing method

Select from:

Purchase from an on-site installation owned by a third party (on-site PPA)

(7.30.17.3) Renewable electricity technology type

Select from:

Solar

(7.30.17.4) Renewable electricity consumed via selected sourcing method in the reporting year (MWh)

2103

(7.30.17.5) Tracking instrument used

Select from:

No instrument used

(7.30.17.6) Country/area of origin (generation) of purchased renewable electricity

Select from:

Japan

(7.30.17.7) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

Yes

(7.30.17.8) Commissioning year of the energy generation facility (e.g. date of first commercial operation or repowering)

2018

(7.30.17.9) Vintage of the renewable energy/attribute (i.e. year of generation)

Select from:

2023

(7.30.17.10) Supply arrangement start year

2023

(7.30.17.11) Ecolabel associated with purchased renewable electricity

Select from:

No additional, voluntary label

(7.30.17.12) Comment

The renewable technology type is not sustainable biomass.

Row 4

(7.30.17.1) Country/area of consumption of purchased renewable electricity

Select from:

Japan

(7.30.17.2) Sourcing method

Select from:

Retail supply contract with an electricity supplier (retail green electricity)

(7.30.17.3) Renewable electricity technology type

Select from:

Hydropower (capacity unknown)

(7.30.17.4) Renewable electricity consumed via selected sourcing method in the reporting year (MWh)

10983

(7.30.17.5) Tracking instrument used

Select from:

No instrument used

(7.30.17.6) Country/area of origin (generation) of purchased renewable electricity

Select from:

Japan

(7.30.17.7) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

No

(7.30.17.9) Vintage of the renewable energy/attribute (i.e. year of generation)

Select from:

2023

(7.30.17.10) Supply arrangement start year

2023

(7.30.17.11) Ecolabel associated with purchased renewable electricity

Select from:

No additional, voluntary label

(7.30.17.12) Comment

The renewable technology type is not sustainable biomass.

Row 5

(7.30.17.1) Country/area of consumption of purchased renewable electricity

Select from:

Japan

(7.30.17.2) Sourcing method

Select from:

Retail supply contract with an electricity supplier (retail green electricity)

(7.30.17.3) Renewable electricity technology type

Select from:

Solar

(7.30.17.4) Renewable electricity consumed via selected sourcing method in the reporting year (MWh)

164

(7.30.17.5) Tracking instrument used

Select from:

No instrument used

(7.30.17.6) Country/area of origin (generation) of purchased renewable electricity

Select from:

Japan

(7.30.17.7) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

No

(7.30.17.9) Vintage of the renewable energy/attribute (i.e. year of generation)

Select from:

2023

(7.30.17.10) Supply arrangement start year

2023

(7.30.17.11) Ecolabel associated with purchased renewable electricity

Select from:

No additional, voluntary label

(7.30.17.12) Comment

The renewable technology type is not sustainable biomass.

Row 6

(7.30.17.1) Country/area of consumption of purchased renewable electricity

Select from:

Japan

(7.30.17.2) Sourcing method

Select from:

Retail supply contract with an electricity supplier (retail green electricity)

(7.30.17.3) Renewable electricity technology type

Select from:

Renewable electricity mix, please specify :Mixed

(7.30.17.4) Renewable electricity consumed via selected sourcing method in the reporting year (MWh)

19738

(7.30.17.5) Tracking instrument used

Select from:

No instrument used

(7.30.17.6) Country/area of origin (generation) of purchased renewable electricity

Select from:

Japan

(7.30.17.7) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

No

(7.30.17.9) Vintage of the renewable energy/attribute (i.e. year of generation)

Select from:

2023

(7.30.17.10) Supply arrangement start year

2023

(7.30.17.11) Ecolabel associated with purchased renewable electricity

Select from:

No additional, voluntary label

(7.30.17.12) Comment

The renewable technology type is not sustainable biomass.

Row 7

(7.30.17.1) Country/area of consumption of purchased renewable electricity

Select from:

France

(7.30.17.2) Sourcing method

Select from:

Unbundled procurement of Energy Attribute Certificates (EACs)

(7.30.17.3) Renewable electricity technology type

Select from:

Wind

(7.30.17.4) Renewable electricity consumed via selected sourcing method in the reporting year (MWh)

483

(7.30.17.5) Tracking instrument used

Select from:

GO

(7.30.17.6) Country/area of origin (generation) of purchased renewable electricity

Select from:

Italy

(7.30.17.7) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

No

(7.30.17.9) Vintage of the renewable energy/attribute (i.e. year of generation)

Select from:

2023

(7.30.17.10) Supply arrangement start year

2023

(7.30.17.11) Ecolabel associated with purchased renewable electricity

Select from:

No additional, voluntary label

(7.30.17.12) Comment

The renewable technology type is not sustainable biomass.

Row 8

(7.30.17.1) Country/area of consumption of purchased renewable electricity

Select from:

Germany

(7.30.17.2) Sourcing method

Select from:

Unbundled procurement of Energy Attribute Certificates (EACs)

(7.30.17.3) Renewable electricity technology type

Select from:

Wind

(7.30.17.4) Renewable electricity consumed via selected sourcing method in the reporting year (MWh)

614

(7.30.17.5) Tracking instrument used

Select from:

GO

(7.30.17.6) Country/area of origin (generation) of purchased renewable electricity

Select from:

Italy

(7.30.17.7) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

Yes

(7.30.17.8) Commissioning year of the energy generation facility (e.g. date of first commercial operation or repowering)

2010

(7.30.17.9) Vintage of the renewable energy/attribute (i.e. year of generation)

Select from:

2023

(7.30.17.10) Supply arrangement start year

(7.30.17.11) Ecolabel associated with purchased renewable electricity

Select from:

- No additional, voluntary label

(7.30.17.12) Comment

The renewable technology type is not sustainable biomass.

Row 9

(7.30.17.1) Country/area of consumption of purchased renewable electricity

Select from:

- Israel

(7.30.17.2) Sourcing method

Select from:

- Unbundled procurement of Energy Attribute Certificates (EACs)

(7.30.17.3) Renewable electricity technology type

Select from:

- Solar

(7.30.17.4) Renewable electricity consumed via selected sourcing method in the reporting year (MWh)

301

(7.30.17.5) Tracking instrument used

Select from:

I-REC

(7.30.17.6) Country/area of origin (generation) of purchased renewable electricity

Select from:

Israel

(7.30.17.7) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

Yes

(7.30.17.8) Commissioning year of the energy generation facility (e.g. date of first commercial operation or repowering)

2019

(7.30.17.9) Vintage of the renewable energy/attribute (i.e. year of generation)

Select from:

2023

(7.30.17.10) Supply arrangement start year

2023

(7.30.17.11) Ecolabel associated with purchased renewable electricity

Select from:

No additional, voluntary label

(7.30.17.12) Comment

The renewable technology type is not sustainable biomass.

Row 10

(7.30.17.1) Country/area of consumption of purchased renewable electricity

Select from:

Luxembourg

(7.30.17.2) Sourcing method

Select from:

Unbundled procurement of Energy Attribute Certificates (EACs)

(7.30.17.3) Renewable electricity technology type

Select from:

Wind

(7.30.17.4) Renewable electricity consumed via selected sourcing method in the reporting year (MWh)

90

(7.30.17.5) Tracking instrument used

Select from:

GO

(7.30.17.6) Country/area of origin (generation) of purchased renewable electricity

Select from:

Italy

(7.30.17.7) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

Yes

(7.30.17.8) Commissioning year of the energy generation facility (e.g. date of first commercial operation or repowering)

2010

(7.30.17.9) Vintage of the renewable energy/attribute (i.e. year of generation)

Select from:

2023

(7.30.17.10) Supply arrangement start year

2023

(7.30.17.11) Ecolabel associated with purchased renewable electricity

Select from:

No additional, voluntary label

(7.30.17.12) Comment

The renewable technology type is not sustainable biomass.

Row 11

(7.30.17.1) Country/area of consumption of purchased renewable electricity

Select from:

Singapore

(7.30.17.2) Sourcing method

Select from:

Unbundled procurement of Energy Attribute Certificates (EACs)

(7.30.17.3) Renewable electricity technology type

Select from:

Solar

(7.30.17.4) Renewable electricity consumed via selected sourcing method in the reporting year (MWh)

411

(7.30.17.5) Tracking instrument used

Select from:

TIGR

(7.30.17.6) Country/area of origin (generation) of purchased renewable electricity

Select from:

Singapore

(7.30.17.7) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

No

(7.30.17.9) Vintage of the renewable energy/attribute (i.e. year of generation)

Select from:

2022

(7.30.17.10) Supply arrangement start year

2023

(7.30.17.11) Ecolabel associated with purchased renewable electricity

Select from:

No additional, voluntary label

(7.30.17.12) Comment

The renewable technology type is not sustainable biomass.

Row 12

(7.30.17.1) Country/area of consumption of purchased renewable electricity

Select from:

Taiwan, China

(7.30.17.2) Sourcing method

Select from:

Unbundled procurement of Energy Attribute Certificates (EACs)

(7.30.17.3) Renewable electricity technology type

Select from:

Solar

(7.30.17.4) Renewable electricity consumed via selected sourcing method in the reporting year (MWh)

2669

(7.30.17.5) Tracking instrument used

Select from:

TIGR

(7.30.17.6) Country/area of origin (generation) of purchased renewable electricity

Select from:

Taiwan, China

(7.30.17.7) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

No

(7.30.17.9) Vintage of the renewable energy/attribute (i.e. year of generation)

Select from:

2022

(7.30.17.10) Supply arrangement start year

2023

(7.30.17.11) Ecolabel associated with purchased renewable electricity

Select from:

No additional, voluntary label

(7.30.17.12) Comment

The renewable technology type is not sustainable biomass.

Row 13

(7.30.17.1) Country/area of consumption of purchased renewable electricity

Select from:

United Kingdom of Great Britain and Northern Ireland

(7.30.17.2) Sourcing method

Select from:

Unbundled procurement of Energy Attribute Certificates (EACs)

(7.30.17.3) Renewable electricity technology type

Select from:

Wind

(7.30.17.4) Renewable electricity consumed via selected sourcing method in the reporting year (MWh)

306

(7.30.17.5) Tracking instrument used

Select from:

REGO

(7.30.17.6) Country/area of origin (generation) of purchased renewable electricity

Select from:

United Kingdom of Great Britain and Northern Ireland

(7.30.17.7) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

No

(7.30.17.9) Vintage of the renewable energy/attribute (i.e. year of generation)

Select from:

2023

(7.30.17.10) Supply arrangement start year

2023

(7.30.17.11) Ecolabel associated with purchased renewable electricity

Select from:

- No additional, voluntary label

(7.30.17.12) Comment

The renewable technology type is not sustainable biomass.

Row 14

(7.30.17.1) Country/area of consumption of purchased renewable electricity

Select from:

- United States of America

(7.30.17.2) Sourcing method

Select from:

- Unbundled procurement of Energy Attribute Certificates (EACs)

(7.30.17.3) Renewable electricity technology type

Select from:

- Hydropower (capacity unknown)

(7.30.17.4) Renewable electricity consumed via selected sourcing method in the reporting year (MWh)

5265

(7.30.17.5) Tracking instrument used

Select from:

- US-REC

(7.30.17.6) Country/area of origin (generation) of purchased renewable electricity

Select from:

United States of America

(7.30.17.7) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

No

(7.30.17.9) Vintage of the renewable energy/attribute (i.e. year of generation)

Select from:

2022

(7.30.17.10) Supply arrangement start year

2023

(7.30.17.11) Ecolabel associated with purchased renewable electricity

Select from:

No additional, voluntary label

(7.30.17.12) Comment

The renewable technology type is not sustainable biomass.

Row 15

(7.30.17.1) Country/area of consumption of purchased renewable electricity

Select from:

Canada

(7.30.17.2) Sourcing method

Select from:

Unbundled procurement of Energy Attribute Certificates (EACs)

(7.30.17.3) Renewable electricity technology type

Select from:

Hydropower (capacity unknown)

(7.30.17.4) Renewable electricity consumed via selected sourcing method in the reporting year (MWh)

130

(7.30.17.5) Tracking instrument used

Select from:

US-REC

(7.30.17.6) Country/area of origin (generation) of purchased renewable electricity

Select from:

Canada

(7.30.17.7) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

No

(7.30.17.9) Vintage of the renewable energy/attribute (i.e. year of generation)

Select from:

2022

(7.30.17.10) Supply arrangement start year

2023

(7.30.17.11) Ecolabel associated with purchased renewable electricity

Select from:

No additional, voluntary label

(7.30.17.12) Comment

The renewable technology type is not sustainable biomass.

[Add row]

(7.30.19) Provide details of your organization's renewable electricity generation by country/area in the reporting year.

Row 1

(7.30.19.1) Country/area of generation

Select from:

Japan

(7.30.19.2) Renewable electricity technology type

Select from:

Solar

(7.30.19.3) Facility capacity (MW)

0.05

(7.30.19.4) Total renewable electricity generated by this facility in the reporting year (MWh)

96

(7.30.19.5) Renewable electricity consumed by your organization from this facility in the reporting year (MWh)

(7.30.19.6) Energy attribute certificates issued for this generation

Select from:

No

(7.30.19.8) Comment**Row 2****(7.30.19.1) Country/area of generation**

Select from:

United States of America

(7.30.19.2) Renewable electricity technology type

Select from:

Solar

(7.30.19.3) Facility capacity (MW)

0.09

(7.30.19.4) Total renewable electricity generated by this facility in the reporting year (MWh)

135

(7.30.19.5) Renewable electricity consumed by your organization from this facility in the reporting year (MWh)

135

(7.30.19.6) Energy attribute certificates issued for this generation

Select from:

No

(7.30.19.8) Comment

[Add row]

(7.30.20) Describe how your organization’s renewable electricity sourcing strategy directly or indirectly contributes to bringing new capacity into the grid in the countries/areas in which you operate.

One principle Rakuten follows when considering renewable electricity sourcing is "additionality," which means contributing to the increase of renewable generation capacity in the locations where we operate. The installation of on-site renewable power generation with no grid transfer and local consumption is the most efficient way to source renewable electricity. On-site generation is preferred, but not all our sites have enough space or authorization for the installation of renewable electricity generation to cover 100% of our demand. In such cases, we make every effort to switch to RE100-compliant renewable electricity, utilizing electricity contracts bundled with environmental values or carbon-free electricity contracts. For facilities and operations where we do not have control over electricity contracts — leased properties, for example — we use renewable energy certificates with tracking information in accordance with our own procurement policy.

(7.30.21) In the reporting year, has your organization faced barriers or challenges to sourcing renewable electricity?

	Challenges to sourcing renewable electricity
	Select from: <input checked="" type="checkbox"/> No

[Fixed row]

(7.45) Describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tons CO2e per unit currency total revenue and provide any additional intensity metrics that are appropriate to your business operations.

Row 1

(7.45.1) Intensity figure

1.4e-9

(7.45.2) Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)

2991

(7.45.3) Metric denominator

Select from:

unit total revenue

(7.45.4) Metric denominator: Unit total

2071315000000

(7.45.5) Scope 2 figure used

Select from:

Market-based

(7.45.6) % change from previous year

99

(7.45.7) Direction of change

Select from:

Decreased

(7.45.8) Reasons for change

Select all that apply

Change in renewable energy consumption

- Other emissions reduction activities
- Change in revenue

(7.45.9) Please explain

The intensity figure decreased by 99% as Rakuten realized 100% renewable energy adoption for electricity used in Rakuten Group, Inc. and its consolidated subsidiaries.

[Add row]

(7.53) Did you have an emissions target that was active in the reporting year?

Select all that apply

- Absolute target

(7.53.1) Provide details of your absolute emissions targets and progress made against those targets.

Row 1

(7.53.1.1) Target reference number

Select from:

- Abs 2

(7.53.1.2) Is this a science-based target?

Select from:

- Yes, we consider this a science-based target, and the target is currently being reviewed by the Science Based Targets initiative

(7.53.1.4) Target ambition

Select from:

- 1.5°C aligned

(7.53.1.5) Date target was set

12/30/2023

(7.53.1.6) Target coverage

Select from:

- Organization-wide

(7.53.1.7) Greenhouse gases covered by target

Select all that apply

- Methane (CH4)
- Nitrous oxide (N2O)
- Carbon dioxide (CO2)
- Perfluorocarbons (PFCs)
- Hydrofluorocarbons (HFCs)
- Sulphur hexafluoride (SF6)
- Nitrogen trifluoride (NF3)

(7.53.1.8) Scopes

Select all that apply

- Scope 1
- Scope 2

(7.53.1.9) Scope 2 accounting method

Select from:

- Market-based

(7.53.1.11) End date of base year

12/30/2022

(7.53.1.12) Base year Scope 1 emissions covered by target (metric tons CO2e)

1745

(7.53.1.13) Base year Scope 2 emissions covered by target (metric tons CO2e)

268476

(7.53.1.31) Base year total Scope 3 emissions covered by target (metric tons CO2e)

0.000

(7.53.1.32) Total base year emissions covered by target in all selected Scopes (metric tons CO2e)

270221.000

(7.53.1.33) Base year Scope 1 emissions covered by target as % of total base year emissions in Scope 1

100

(7.53.1.34) Base year Scope 2 emissions covered by target as % of total base year emissions in Scope 2

100

(7.53.1.53) Base year emissions covered by target in all selected Scopes as % of total base year emissions in all selected Scopes

100

(7.53.1.54) End date of target

12/30/2032

(7.53.1.55) Targeted reduction from base year (%)

99.68

(7.53.1.56) Total emissions at end date of target covered by target in all selected Scopes (metric tons CO2e)

864.707

(7.53.1.57) Scope 1 emissions in reporting year covered by target (metric tons CO2e)

2991

(7.53.1.58) Scope 2 emissions in reporting year covered by target (metric tons CO2e)

0

(7.53.1.77) Total emissions in reporting year covered by target in all selected scopes (metric tons CO2e)

2991.000

(7.53.1.78) Land-related emissions covered by target

Select from:

No, it does not cover any land-related emissions (e.g. non-FLAG SBT)

(7.53.1.79) % of target achieved relative to base year

99.21

(7.53.1.80) Target status in reporting year

Select from:

New

(7.53.1.82) Explain target coverage and identify any exclusions

The target covers 100% of Rakuten's Scope1 and Scope2.

(7.53.1.83) Target objective

To set a quantitative target in an easy-to-understand way and communicate it internally and externally.

(7.53.1.84) Plan for achieving target, and progress made to the end of the reporting year

In line with our commitment to environmental sustainability, we will establish a comprehensive structure that empowers our business units to take the initiative in promoting emissions reduction. This approach will be built on several key principles: Firstly, we will set both final and interim reduction targets for each business unit. These targets will be designed to be ambitious yet achievable, ensuring that each unit contributes meaningfully to our overall emissions reduction goals. By conducting a thorough baseline assessment of current emissions, we will tailor these targets to the specific circumstances and capabilities of each unit. Secondly, we will assign a dedicated person in charge of promoting emissions reduction within each business unit. These individuals, equipped with the necessary authority and resources, will be responsible for driving the implementation of reduction measures and ensuring continuous progress towards our targets. Thirdly, we will encourage each business unit to select and implement their own reduction measures. This decentralized approach will not only foster innovation but also ensure that each unit takes ownership of their emissions reduction efforts. To support this, we will establish a central sustainability team within the corporate organization, which will provide guidance, resources, and support to the business units. Furthermore, we will promote the sharing of best practices among business units. By creating a platform for regular communication and collaboration, we will facilitate the exchange of successful reduction measures and lessons learned. This will enable us to leverage the collective knowledge and experience of our entire organization, driving continuous improvement in our emissions reduction efforts. In addition, we will actively promote the introduction of renewable energy and motivate each business unit to enhance energy efficiency. Through energy audits and the provision of incentives for renewable energy projects, we will identify and capitalize on numerous opportunities to reduce our reliance on fossil fuels and improve our overall energy performance.

(7.53.1.85) Target derived using a sectoral decarbonization approach

Select from:

No

Row 2

(7.53.1.1) Target reference number

Select from:

Abs 3

(7.53.1.2) Is this a science-based target?

Select from:

Yes, we consider this a science-based target, and the target is currently being reviewed by the Science Based Targets initiative

(7.53.1.4) Target ambition

Select from:

Well-below 2°C aligned

(7.53.1.5) Date target was set

12/30/2023

(7.53.1.6) Target coverage

Select from:

- Organization-wide

(7.53.1.7) Greenhouse gases covered by target

Select all that apply

- Methane (CH4)
- Nitrous oxide (N2O)
- Carbon dioxide (CO2)
- Perfluorocarbons (PFCs)
- Hydrofluorocarbons (HFCs)
- Sulphur hexafluoride (SF6)
- Nitrogen trifluoride (NF3)

(7.53.1.8) Scopes

Select all that apply

- Scope 3

(7.53.1.10) Scope 3 categories

Select all that apply

- Scope 3, Category 2 – Capital goods
- Scope 3, Category 6 – Business travel
- Scope 3, Category 7 – Employee commuting
- Scope 3, Category 11 – Use of sold products
- Scope 3, Category 8 - Upstream leased assets
Scope 1 or 2)
- Scope 3, Category 1 – Purchased goods and services
- Scope 3, Category 5 – Waste generated in operations
- Scope 3, Category 12 – End-of-life treatment of sold products
- Scope 3, Category 4 – Upstream transportation and distribution
- Scope 3, Category 3 – Fuel- and energy- related activities (not included in

(7.53.1.11) End date of base year

12/30/2022

(7.53.1.14) Base year Scope 3, Category 1: Purchased goods and services emissions covered by target (metric tons CO2e)

1606349

(7.53.1.15) Base year Scope 3, Category 2: Capital goods emissions covered by target (metric tons CO2e)

967391

(7.53.1.16) Base year Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) emissions covered by target (metric tons CO2e)

1218355

(7.53.1.17) Base year Scope 3, Category 4: Upstream transportation and distribution emissions covered by target (metric tons CO2e)

478254

(7.53.1.18) Base year Scope 3, Category 5: Waste generated in operations emissions covered by target (metric tons CO2e)

11585

(7.53.1.19) Base year Scope 3, Category 6: Business travel emissions covered by target (metric tons CO2e)

3982

(7.53.1.20) Base year Scope 3, Category 7: Employee commuting emissions covered by target (metric tons CO2e)

7581

(7.53.1.21) Base year Scope 3, Category 8: Upstream leased assets emissions covered by target (metric tons CO2e)

1457

(7.53.1.24) Base year Scope 3, Category 11: Use of sold products emissions covered by target (metric tons CO2e)

5198

(7.53.1.25) Base year Scope 3, Category 12: End-of-life treatment of sold products emissions covered by target (metric tons CO2e)

2477

(7.53.1.31) Base year total Scope 3 emissions covered by target (metric tons CO2e)

4302629.000

(7.53.1.32) Total base year emissions covered by target in all selected Scopes (metric tons CO2e)

4302629.000

(7.53.1.35) Base year Scope 3, Category 1: Purchased goods and services emissions covered by target as % of total base year emissions in Scope 3, Category 1: Purchased goods and services (metric tons CO2e)

100

(7.53.1.36) Base year Scope 3, Category 2: Capital goods emissions covered by target as % of total base year emissions in Scope 3, Category 2: Capital goods (metric tons CO2e)

100

(7.53.1.37) Base year Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) emissions covered by target as % of total base year emissions in Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) (metric tons CO2e)

100

(7.53.1.38) Base year Scope 3, Category 4: Upstream transportation and distribution covered by target as % of total base year emissions in Scope 3, Category 4: Upstream transportation and distribution (metric tons CO2e)

100

(7.53.1.39) Base year Scope 3, Category 5: Waste generated in operations emissions covered by target as % of total base year emissions in Scope 3, Category 5: Waste generated in operations (metric tons CO2e)

100

(7.53.1.40) Base year Scope 3, Category 6: Business travel emissions covered by target as % of total base year emissions in Scope 3, Category 6: Business travel (metric tons CO2e)

100

(7.53.1.41) Base year Scope 3, Category 7: Employee commuting covered by target as % of total base year emissions in Scope 3, Category 7: Employee commuting (metric tons CO2e)

100

(7.53.1.42) Base year Scope 3, Category 8: Upstream leased assets emissions covered by target as % of total base year emissions in Scope 3, Category 8: Upstream leased assets (metric tons CO2e)

100

(7.53.1.45) Base year Scope 3, Category 11: Use of sold products emissions covered by target as % of total base year emissions in Scope 3, Category 11: Use of sold products (metric tons CO2e)

100

(7.53.1.46) Base year Scope 3, Category 12: End-of-life treatment of sold products emissions covered by target as % of total base year emissions in Scope 3, Category 12: End-of-life treatment of sold products (metric tons CO2e)

100

(7.53.1.52) Base year total Scope 3 emissions covered by target as % of total base year emissions in Scope 3 (in all Scope 3 categories)

73

(7.53.1.53) Base year emissions covered by target in all selected Scopes as % of total base year emissions in all selected Scopes

73

(7.53.1.54) End date of target

12/30/2032

(7.53.1.55) Targeted reduction from base year (%)

30

(7.53.1.56) Total emissions at end date of target covered by target in all selected Scopes (metric tons CO2e)

3011840.300

(7.53.1.59) Scope 3, Category 1: Purchased goods and services emissions in reporting year covered by target (metric tons CO2e)

1357198

(7.53.1.60) Scope 3, Category 2: Capital goods emissions in reporting year covered by target (metric tons CO2e)

1167120

(7.53.1.61) Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) emissions in reporting year covered by target (metric tons CO2e)

844543

(7.53.1.62) Scope 3, Category 4: Upstream transportation and distribution emissions in reporting year covered by target (metric tons CO2e)

222021

(7.53.1.63) Scope 3, Category 5: Waste generated in operations emissions in reporting year covered by target (metric tons CO2e)

5749

(7.53.1.64) Scope 3, Category 6: Business travel emissions in reporting year covered by target (metric tons CO2e)

3950

(7.53.1.65) Scope 3, Category 7: Employee commuting emissions in reporting year covered by target (metric tons CO2e)

7377

(7.53.1.66) Scope 3, Category 8: Upstream leased assets emissions in reporting year covered by target (metric tons CO2e)

1459

(7.53.1.69) Scope 3, Category 11: Use of sold products emissions in reporting year covered by target (metric tons CO2e)

46904

(7.53.1.70) Scope 3, Category 12: End-of-life treatment of sold products emissions in reporting year covered by target (metric tons CO2e)

2738

(7.53.1.76) Total Scope 3 emissions in reporting year covered by target (metric tons CO2e)

3659059.000

(7.53.1.77) Total emissions in reporting year covered by target in all selected scopes (metric tons CO2e)

3659059.000

(7.53.1.78) Land-related emissions covered by target

Select from:

No, it does not cover any land-related emissions (e.g. non-FLAG SBT)

(7.53.1.79) % of target achieved relative to base year

49.86

(7.53.1.80) Target status in reporting year

Select from:

New

(7.53.1.82) Explain target coverage and identify any exclusions

Excluding categories 9, 10, 13, and 14, which have no emissions. Emissions from investments (Category 15) are excluded from the target as they are at a level that can be excluded according to SBTi criteria.

(7.53.1.83) Target objective

To set a quantitative target in an easy-to-understand way and communicate it internally and externally.

(7.53.1.84) Plan for achieving target, and progress made to the end of the reporting year

We will implement several cross-category measures and prioritize specific categories based on their greenhouse gas (GHG) emissions. As a fundamental approach, we aim to create a structure where each business unit is responsible for proactively promoting emissions reduction. To achieve this, we will set reduction targets, both final and interim, for each business unit. Additionally, we will assign a dedicated person in charge of promoting reduction efforts within each unit. This approach will encourage each business unit to independently select and implement reduction measures while establishing a foundation for collaboration with the corporate organization, which will provide support. Furthermore, we will actively promote the sharing of best practices for reduction measures among business units to enhance overall efficiency and effectiveness. For categories with high priority levels, particularly those that contributed significantly to GHG emissions in the base year, we will take specific reduction measures. Involving suppliers, particularly in Categories 1 and 2, will be a key focus. We will request suppliers with large GHG emissions and

minimal reduction efforts to set their own GHG reduction targets. To support them, we will provide necessary know-how and tools for effective reduction measures. In Category 3, we will promote the use of renewable energy. This will involve securing renewable energy power sources through Power Purchase Agreements (PPA) and establishing a business model that enhances the use of renewable energy by users, such as selling storage batteries. By implementing these measures, we will make significant progress towards our emissions reduction targets and build a robust framework for sustainable practices across all business units.

(7.53.1.85) Target derived using a sectoral decarbonization approach

Select from:

No

Row 3

(7.53.1.1) Target reference number

Select from:

Abs 1

(7.53.1.2) Is this a science-based target?

Select from:

Yes, we consider this a science-based target, but we have not committed to seek validation of this target by the Science Based Targets initiative within the next two years

(7.53.1.4) Target ambition

Select from:

1.5°C aligned

(7.53.1.5) Date target was set

12/30/2019

(7.53.1.6) Target coverage

Select from:

Organization-wide

(7.53.1.7) Greenhouse gases covered by target

Select all that apply

Carbon dioxide (CO2)

(7.53.1.8) Scopes

Select all that apply

Scope 2

(7.53.1.9) Scope 2 accounting method

Select from:

Market-based

(7.53.1.11) End date of base year

12/30/2019

(7.53.1.13) Base year Scope 2 emissions covered by target (metric tons CO2e)

50564

(7.53.1.31) Base year total Scope 3 emissions covered by target (metric tons CO2e)

0.000

(7.53.1.32) Total base year emissions covered by target in all selected Scopes (metric tons CO2e)

50564.000

(7.53.1.34) Base year Scope 2 emissions covered by target as % of total base year emissions in Scope 2

100

(7.53.1.53) Base year emissions covered by target in all selected Scopes as % of total base year emissions in all selected Scopes

100

(7.53.1.54) End date of target

12/30/2023

(7.53.1.55) Targeted reduction from base year (%)

100

(7.53.1.56) Total emissions at end date of target covered by target in all selected Scopes (metric tons CO2e)

0.000

(7.53.1.58) Scope 2 emissions in reporting year covered by target (metric tons CO2e)

0

(7.53.1.77) Total emissions in reporting year covered by target in all selected scopes (metric tons CO2e)

0.000

(7.53.1.78) Land-related emissions covered by target

Select from:

No, it does not cover any land-related emissions (e.g. non-FLAG SBT)

(7.53.1.79) % of target achieved relative to base year

100.00

(7.53.1.80) Target status in reporting year

Select from:

Achieved

(7.53.1.82) Explain target coverage and identify any exclusions

The target covers 100% of Rakuten's Scope2.

(7.53.1.83) Target objective

To set a quantitative target in an easy-to-understand way and communicate it internally and externally.

(7.53.1.85) Target derived using a sectoral decarbonization approach

Select from:

No

(7.53.1.86) List the emissions reduction initiatives which contributed most to achieving this target

*To achieve this target, the company implemented a comprehensive strategy of energy efficiency activities and renewable energy adoption at each Group company, which includes: -Establishing a system of rules for central control of air conditioning temperature and operating hours in its Tokyo head office, Rakuten Crimson House, and the Rakuten Card branch office in Fukuoka to improve energy efficiency. -Optimizing the cooling efficiency of its data center servers by adjusting server racks to improve airflow. -Transitioning to 100% renewable energy for the Rakuten Eagles, Vissel Kobe, select FinTech Group companies, Rakuten France and other subsidiaries*3, driving adoption of renewable energy throughout the Group. -Installing solar power facilities at its Rakuten Crimson House West office in San Mateo, California, in addition to Rakuten's fulfillment center in Matsudo City in Chiba Prefecture, Japan.*

[Add row]

(7.54) Did you have any other climate-related targets that were active in the reporting year?

Select all that apply

Targets to increase or maintain low-carbon energy consumption or production

(7.54.1) Provide details of your targets to increase or maintain low-carbon energy consumption or production.

Row 1

(7.54.1.1) Target reference number

Select from:

Low 1

(7.54.1.2) Date target was set

12/30/2019

(7.54.1.3) Target coverage

Select from:

Organization-wide

(7.54.1.4) Target type: energy carrier

Select from:

Electricity

(7.54.1.5) Target type: activity

Select from:

Consumption

(7.54.1.6) Target type: energy source

Select from:

Renewable energy source(s) only

(7.54.1.7) End date of base year

12/30/2019

(7.54.1.8) Consumption or production of selected energy carrier in base year (MWh)

126979

(7.54.1.9) % share of low-carbon or renewable energy in base year

15.1

(7.54.1.10) End date of target

12/30/2023

(7.54.1.11) % share of low-carbon or renewable energy at end date of target

100

(7.54.1.12) % share of low-carbon or renewable energy in reporting year

100

(7.54.1.13) % of target achieved relative to base year

100.00

(7.54.1.14) Target status in reporting year

Select from:

Achieved

(7.54.1.16) Is this target part of an emissions target?

Yes, this target is related to "Abs 2" reported in 7.53.2.

(7.54.1.17) Is this target part of an overarching initiative?

Select all that apply

RE100

(7.54.1.19) Explain target coverage and identify any exclusions

This target covers Rakuten Group, Inc. and its consolidated subsidiaries.

(7.54.1.20) Target objective

The objective of the target is to achieve net-zero market-based greenhouse gas emissions.

(7.54.1.22) List the actions which contributed most to achieving this target

We improved energy efficiency and switched to 100% renewable energy.

[Add row]

(7.55) Did you have emissions reduction initiatives that were active within the reporting year? Note that this can include those in the planning and/or implementation phases.

Select from:

Yes

(7.55.1) Identify the total number of initiatives at each stage of development, and for those in the implementation stages, the estimated CO2e savings.

	Number of initiatives	Total estimated annual CO2e savings in metric tonnes CO2e (only for rows marked *)
Under investigation	0	<i>Numeric input</i>
To be implemented	1	22
Implementation commenced	10	793
Implemented	4	959

	Number of initiatives	Total estimated annual CO2e savings in metric tonnes CO2e (only for rows marked *)
Not to be implemented	0	<i>Numeric input</i>

[Fixed row]

(7.55.2) Provide details on the initiatives implemented in the reporting year in the table below.

Row 1

(7.55.2.1) Initiative category & Initiative type

Energy efficiency in buildings

- Heating, Ventilation and Air Conditioning (HVAC)

(7.55.2.2) Estimated annual CO2e savings (metric tonnes CO2e)

438

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

- Scope 2 (location-based)
- Scope 2 (market-based)

(7.55.2.4) Voluntary/Mandatory

Select from:

- Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in C0.4)

31618936

(7.55.2.6) Investment required (unit currency – as specified in C0.4)

0

(7.55.2.7) Payback period

Select from:

<1 year

(7.55.2.8) Estimated lifetime of the initiative

Select from:

Ongoing

(7.55.2.9) Comment

At our headquarters office in Tokyo, we introduced fixed temperature and operating hours for indoor air conditioning for 9 months of the year, excluding extreme hot and cold seasons.

Row 2

(7.55.2.1) Initiative category & Initiative type

Energy efficiency in buildings

Lighting

(7.55.2.2) Estimated annual CO2e savings (metric tonnes CO2e)

299

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

- Scope 2 (location-based)
- Scope 2 (market-based)

(7.55.2.4) Voluntary/Mandatory

Select from:

- Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in C0.4)

21602651

(7.55.2.6) Investment required (unit currency – as specified in C0.4)

0

(7.55.2.7) Payback period

Select from:

- <1 year

(7.55.2.8) Estimated lifetime of the initiative

Select from:

- Ongoing

(7.55.2.9) Comment

At a fulfillment center, we made it a rule to turn off lights in unoccupied areas.

Row 3

(7.55.2.1) Initiative category & Initiative type

Energy efficiency in buildings

Lighting

(7.55.2.2) Estimated annual CO2e savings (metric tonnes CO2e)

113

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

Scope 2 (location-based)

Scope 2 (market-based)

(7.55.2.4) Voluntary/Mandatory

Select from:

Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in C0.4)

3350000

(7.55.2.6) Investment required (unit currency – as specified in C0.4)

18600000

(7.55.2.7) Payback period

Select from:

4-10 years

(7.55.2.8) Estimated lifetime of the initiative

Select from:

Ongoing

(7.55.2.9) Comment

1071 LED lightings in total were installed at the Osaka branch office.

Row 4

(7.55.2.1) Initiative category & Initiative type

Energy efficiency in buildings

Heating, Ventilation and Air Conditioning (HVAC)

(7.55.2.2) Estimated annual CO2e savings (metric tonnes CO2e)

109

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

Scope 2 (location-based)

Scope 2 (market-based)

(7.55.2.4) Voluntary/Mandatory

Select from:

Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in C0.4)

6492447

(7.55.2.6) Investment required (unit currency – as specified in C0.4)

(7.55.2.7) Payback period

Select from:

- 1-3 years

(7.55.2.8) Estimated lifetime of the initiative

Select from:

- Ongoing

(7.55.2.9) Comment

At a data center, we installed 7,000 blanking panels and 500 filler panels and changed the temperature and airflow setting of the air conditioning system.
[Add row]

(7.55.3) What methods do you use to drive investment in emissions reduction activities?

Row 1

(7.55.3.1) Method

Select from:

- Financial optimization calculations

(7.55.3.2) Comment

Payback period is calculated for environment-related capital investment such as installation of new equipment and solar panels. In most cases, large upfront investment is needed, but if payback period is reasonable, budget can be approved, taking the achievement of environmental KPIs and long-term cost reduction into account.
[Add row]

(7.73) Are you providing product level data for your organization's goods or services?

Select from:

No, I am not providing data

(7.74) Do you classify any of your existing goods and/or services as low-carbon products?

Select from:

Yes

(7.74.1) Provide details of your products and/or services that you classify as low-carbon products.

Row 1

(7.74.1.1) Level of aggregation

Select from:

Product or service

(7.74.1.2) Taxonomy used to classify product(s) or service(s) as low-carbon

Select from:

Other, please specify :The avoided emissions by using "REco" are calculated based on the renewable ratio of the customer sets, as well as the emission factor of the electricity supplied to the customer.

(7.74.1.3) Type of product(s) or service(s)

Power

Other, please specify :Renewable power supply

(7.74.1.4) Description of product(s) or service(s)

In May 2020, Rakuten Energy (electricity retail business within the Rakuten Ecosystem) announced the launch of "REco", a range of power supply options derived from virtually renewable energy for corporate users. By adding environmental values such as Non-Fossil Fuel Energy Certificates to the electricity provided, "REco" ensures that the electricity supplied to users is essentially renewable so that the GHG emission from electricity consumption can be avoided.

(7.74.1.5) Have you estimated the avoided emissions of this low-carbon product(s) or service(s)

Select from:

No

(7.74.1.13) Revenue generated from low-carbon product(s) or service(s) as % of total revenue in the reporting year

1

[Add row]

(7.79) Has your organization canceled any project-based carbon credits within the reporting year?

Select from:

Yes

(7.79.1) Provide details of the project-based carbon credits canceled by your organization in the reporting year.

Row 1

(7.79.1.1) Project type

Select from:

Solar

(7.79.1.2) Type of mitigation activity

Select from:

Emissions reduction

(7.79.1.3) Project description

The main purpose of this project activity is to generate clean form of electricity through renewable solar energy source. Fortum Solar India Pvt Ltd. is the promoter of the proposed project activity. The project activity involves installation of 250 MWp solar power project at village Kyataganacherlu, Valluru, Balasamudra, Rayacherlu at Tumkur district of Karnataka. The project will replace anthropogenic emissions of greenhouse gases (GHG's) estimated to be approximately 426,731 tCO₂e per

year, thereon displacing 455,520 MWh/year amount of electricity from the generation-mix of power plants connected to the Indian grid, which is mainly dominated by thermal/fossil fuel based power plant.

(7.79.1.4) Credits canceled by your organization from this project in the reporting year (metric tons CO2e)

2991

(7.79.1.5) Purpose of cancelation

Select from:

Voluntary offsetting

(7.79.1.6) Are you able to report the vintage of the credits at cancelation?

Select from:

Yes

(7.79.1.7) Vintage of credits at cancelation

2021

(7.79.1.8) Were these credits issued to or purchased by your organization?

Select from:

Purchased

(7.79.1.9) Carbon-crediting program by which the credits were issued

Select from:

Gold Standard

(7.79.1.10) Method the program uses to assess additionality for this project

Select all that apply

Standardized Approaches

(7.79.1.11) Approaches by which the selected program requires this project to address reversal risk

Select all that apply

No risk of reversal

(7.79.1.12) Potential sources of leakage the selected program requires this project to have assessed

Select all that apply

Other, please specify :As per the consolidated methodology ACM0002 v20, no leakage emission through the renewable project electricity generation.

(7.79.1.13) Provide details of other issues the selected program requires projects to address

Gold Standard issued a monitoring report of this project, which includes calculation of SDG impacts: climate action, affordable and clean energy, decent work and economic growth. As a part of continuous feedback from stakeholders, the grievances register is being placed at site and is being continuously monitored and addressed through the grievances cell on regular basis and maintained in a register at site office. During the monitoring period no major grievances have been received, the comments received are satisfactory and appreciating in nature. There was no legal contest that has arisen with the project during the monitoring period.

(7.79.1.14) Please explain

• The serial numbers of the credits canceled from this project : GS1-1-IN-GS7534-2-2021-23437-129007-132006 • The cancelation date (Retirement date) : 2024/4/15 • The average price paid for credits from this project : 947.5 JPY • Environmental Management Promotion Department has responsibility for carbon credit purchases. We established a procurement policy and selected projects from those that complied with it, evaluating them in terms of unit price, vintage, and scenario.
[Add row]

C8. Environmental performance - Forests

(8.1) Are there any exclusions from your disclosure of forests-related data?

	Exclusion from disclosure
Timber products	<i>Select from:</i> <input checked="" type="checkbox"/> Yes

[Fixed row]

(8.1.1) Provide details on these exclusions.

Timber products

(8.1.1.1) Exclusion

Select from:

Specific product lines

(8.1.1.2) Description of exclusion

Packaging that is made of 100% recycled paper

(8.1.1.3) Value chain stage

Select from:

Direct operations

(8.1.1.4) Reason for exclusion

Select from:

- Other, please specify :Production of packaging that are made of 100 % recycled paper do not directly require extraction of wood.

(8.1.1.8) Indicate if you are providing the commodity volume that is being excluded from your disclosure of forests-related data

Select from:

- Yes, we are providing the volume excluded

(8.1.1.9) Volume excluded (metric tons)

19994

(8.1.1.10) Please explain

Our timber products are consisted of paper and cardboard packaging. The cardboard for secondary packaging is often made of recycled paper as single material and some of the recycled papers are with third-party certification.

[Add row]

(8.2) Provide a breakdown of your disclosure volume per commodity.

	Disclosure volume (metric tons)	Volume type	Sourced volume (metric tons)
Timber products	723.62	Select all that apply <input checked="" type="checkbox"/> Sourced	735.64

[Fixed row]

(8.5) Provide details on the origins of your sourced volumes.

Timber products

(8.5.1) Country/area of origin

Select from:

China

(8.5.2) First level administrative division

Select from:

States/equivalent jurisdictions

(8.5.3) Specify the states or equivalent jurisdictions

Majority of our sourced volume is originated from China, and we identified Xiamen as one of our origins in China.

(8.5.4) Volume sourced from country/area of origin (metric tons)

478.03

(8.5.5) Source

Select all that apply

Contracted suppliers (manufacturers)

(8.5.6) List of supplier production and primary processing sites: names and locations (optional)

CDP_8.5.xlsx

(8.5.7) Please explain

The volume sourced from Xiamen, China is 88.80 tons.

Timber products

(8.5.1) Country/area of origin

Select from:

Japan

(8.5.2) First level administrative division

Select from:

States/equivalent jurisdictions

(8.5.3) Specify the states or equivalent jurisdictions

Our sourced volume from Japan is relatively small, and it is originated from Shikoku-Region and Hyogo Prefecture

(8.5.4) Volume sourced from country/area of origin (metric tons)

54.57

(8.5.5) Source

Select all that apply

Contracted suppliers (manufacturers)

(8.5.6) List of supplier production and primary processing sites: names and locations (optional)

CDP_8.5.xlsx

(8.5.7) Please explain

*The volume sourced from Shikoku-Region, Japan is 34.54 tons, and the one from Hyogo prefecture, Japana is 20.04 tons.
[Add row]*

(8.7) Did your organization have a no-deforestation or no-conversion target, or any other targets for sustainable production/ sourcing of your disclosed commodities, active in the reporting year?

Timber products

(8.7.1) Active no-deforestation or no-conversion target

Select from:

- No, but we plan to have a no-deforestation or no-conversion target in the next two years

(8.7.3) Primary reason for not having an active no-deforestation or no-conversion target in the reporting year

Select from:

- Lack of internal resources, capabilities, or expertise (e.g., due to organization size)

(8.7.4) Explain why you did not have an active no-deforestation or no-conversion target in the reporting year

Our recent efforts have focused on climate change and setting goals for CO2 emission reduction, with sustainable production and consumption as the next priority. We are currently focused on understanding and reinforcing our forest commodity value chain map, as well as improving our data collection for this environmental issue. Due to the diversity of our services, it takes time to gather sufficient data and build internal understanding. For target setting, it may be feasible to establish service-level or location-level targets for timber commodities, such as at a fulfillment center, before setting a group-level target. In any case, we recognize that successful implementation will require significant collaboration from our partners and suppliers.

(8.7.5) Other active targets related to this commodity, including any which contribute to your no-deforestation or no-conversion target

Select from:

- No, but we plan to have other targets related to this commodity in the next two years

(8.7.6) Primary reason for not having other active targets in the reporting year

Select from:

- Lack of internal resources, capabilities, or expertise (e.g., due to organization size)

(8.7.7) Explain why you did not have other active targets in the reporting year

As mentioned, we are currently focused on understanding and reinforcing our forest commodity value chain mapping, as well as improving our data collection for this environmental issue. Since we have not been able to set an active no-deforestation or no-conversion target, we have also been unable to establish other active targets that would support its achievement. However, we are currently considering setting a target for data collection improvement.
[Fixed row]

(8.8) Indicate if your organization has a traceability system to determine the origins of your sourced volumes and provide details of the methods and tools used.

Timber products

(8.8.1) Traceability system

Select from:

Yes

(8.8.2) Methods/tools used in traceability system

Select all that apply

Value chain mapping

(8.8.3) Description of methods/tools used in traceability system

We individually ask each supplier about the origins of their sourced volume (the volume they supply to Rakuten) and any countermeasures they have taken for no-deforestation/conversion along the supply chain. This is not an automated process; it requires manual data and information gathering. However, through this process, we build relationships with suppliers and gain a better understanding of our value chain.
[Fixed row]

(8.8.1) Provide details of the point to which your organization can trace its sourced volumes.

Timber products

(8.8.1.1) % of sourced volume traceable to production unit

0

(8.8.1.2) % of sourced volume traceable to sourcing area and not to production unit

0

(8.8.1.3) % sourced volume traceable to country/area of origin and not to sourcing area or production unit

88.4

(8.8.1.4) % of sourced volume traceable to other point (i.e., processing facility/first importer) not in the country/area of origin

0

(8.8.1.5) % of sourced volume from unknown origin

11.6

(8.8.1.6) % of sourced volume reported

100.00

[Fixed row]

(8.9) Provide details of your organization's assessment of the deforestation-free (DF) or deforestation- and conversion-free (DCF) status of its disclosed commodities.

Timber products

(8.9.1) DF/DCF status assessed for this commodity

Select from:

Yes, deforestation- and conversion-free (DCF) status assessed

(8.9.2) % of disclosure volume determined as DF/DCF in the reporting year

21.7

(8.9.3) % of disclosure volume determined as DF/DCF through a third-party certification scheme providing full DF/DCF assurance

14.16

(8.9.4) % of disclosure volume determined as DF/DCF through monitoring of production unit

0

(8.9.5) % of disclosure volume determined as DF/DCF through monitoring of sourcing area

0

(8.9.6) Is a proportion of your disclosure volume certified through a scheme not providing full DF/DCF assurance?

Select from:

No

[Fixed row]

(8.9.1) Provide details of third-party certification schemes used to determine the deforestation-free (DF) or deforestation- and conversion-free (DCF) status of the disclosure volume, since specified cutoff date.

Timber products

(8.9.1.1) Third-party certification scheme providing full DF/DCF assurance

Forest management unit/Producer certification

FSC Forest Management certification

(8.9.1.2) % of disclosure volume determined as DF/DCF through certification scheme providing full DF/DCF assurance

14.16

(8.9.1.3) Comment

The volume determined as DF/DCF through FSC certification is 102.47 tons. Disclosure volume from 8.2 is 723.62 tons. Therefore 102.47 tons/723.62 14.16% We provided the details of volume excluded in 8.1.1. and some of this volume includes FSC-certified recycled packaging. The figure 14.16% does not include this excluded volume.

[Add row]

(8.10) Indicate whether you have monitored or estimated the deforestation and conversion of other natural ecosystems footprint for your disclosed commodities.

	Monitoring or estimating your deforestation and conversion footprint
Timber products	Select from: <input checked="" type="checkbox"/> Yes

[Fixed row]

(8.10.1) Provide details on the monitoring or estimating of your deforestation and conversion footprint.

Timber products

(8.10.1.1) Monitoring and estimating your deforestation and conversion footprint

Select from:

We estimate the deforestation and conversion footprint based on sourcing area

(8.10.1.2) % of disclosure volume monitored or estimated

88.41

(8.10.1.3) Reporting of deforestation and conversion footprint

Select all that apply

During the reporting period

(8.10.1.5) Known or estimated deforestation and conversion footprint in the reporting period (hectares)

0

(8.10.1.9) Describe the methods and data sources used to monitor or estimate your deforestation and conversion footprint

We gather various qualitative and quantitative information to estimate the footprint, such as the country or first-level administrative location of the timber origin, annual forest loss, FSC certified areas, forest reserves, frequency of wildfire alerts, and legality risks etc.. We also consider any countermeasures identified along our supply chain, which we currently rely on obtaining from our suppliers, in estimating the footprint.

[Add row]

(8.11) For volumes not assessed and determined as deforestation- and conversion-free (DCF), indicate if you have taken actions in the reporting year to increase production or sourcing of DCF volumes.

	Actions taken to increase production or sourcing of DCF volumes
Timber products	Select from: <input checked="" type="checkbox"/> No, and we do not plan to within the next two years

[Fixed row]

(8.12) Indicate if certification details are available for the commodity volumes sold to requesting CDP Supply Chain members.

	Third-party certification scheme adopted	Certification details are available for the volumes sold to any requesting CDP Supply Chain members
Timber products	<i>Select from:</i> <input checked="" type="checkbox"/> Yes	<i>Select from:</i> <input checked="" type="checkbox"/> We do not supply requesting members with goods and services containing this commodity

[Fixed row]

(8.13) Does your organization calculate the GHG emission reductions and/or removals from land use management and land use change that have occurred in your direct operations and/or upstream value chain?

Timber products

(8.13.1) GHG emissions reductions and removals from land use management and land use change calculated

Select from:

No, but plan to do so in the next two years

(8.13.2) Primary reason your organization does not calculate GHG emissions reductions and removals from land use management and land use change

Select from:

Not an immediate strategic priority

(8.13.3) Explain why your organization does not calculate GHG emissions reductions and removals from land use management and land use change

We calculate Scope 1, 2, and 3 GHG emissions. Our GHG emissions from land use, particularly for timber products, are considered insignificant because our involvement in forest risk commodities is limited, as most of our businesses do not sell or procure substantial products. While GHG emission removal technologies may hold promise for the future, Rakuten does not own forests or large tracts of land, limiting our ability to leverage such technologies.
[Fixed row]

(8.14) Indicate if you assess your own compliance and/or the compliance of your suppliers with forest regulations and/or mandatory standards, and provide details.

(8.14.1) Assess legal compliance with forest regulations

Select from:

- Yes, from suppliers

(8.14.2) Aspects of legislation considered

Select all that apply

- Environmental protection
- Forest-related rules, including forest management and biodiversity conservation, where directly related to wood harvesting

(8.14.3) Procedure to ensure legal compliance

Select all that apply

- Supplier self-declaration
- Third party audits

(8.14.5) Please explain

Rakuten had established the Group Sustainable Procurement Code of Conduct for Suppliers, which outlines ESG-related expectations, including those related to natural resources. Critical suppliers are required to sign this Code of Conduct, and submit a written pledge, assuring that they strive to achieve a sustainable supply chain in mutual collaboration with Rakuten Group. Also critical suppliers complete a self-answered questionnaire, which closely aligns with the Code of Conduct. If the possibility of non-compliance is identified through this self-answered questionnaire, the supplier may be subject to a third-party sustainability audit.
[Fixed row]

(8.15) Do you engage in landscape (including jurisdictional) initiatives to progress shared sustainable land use goals?

(8.15.1) Engagement in landscape/jurisdictional initiatives

Select from:

- No, we do not engage in landscape/jurisdictional initiatives, and we do not plan to within the next two years

(8.15.2) Primary reason for not engaging in landscape/jurisdictional initiatives

Select from:

- Not an immediate strategic priority

(8.15.3) Explain why your organization does not engage in landscape/jurisdictional initiatives

Strategic importance has been given to climate change over other environmental issues like sustainable land use, with efforts focused on CO2 emission reduction. However, once deforestation and/or no conversion targets established, we will consider participating in related initiatives to collectively address the issue. As landscape initiatives may have specific geographic area or administrative boundaries, we may also want to take into account these specificities before participating.
[Fixed row]

(8.16) Do you participate in any other external activities to support the implementation of policies and commitments related to deforestation, ecosystem conversion, or human rights issues in commodity value chains?

Select from:

- No, and we do not plan to within the next two years

(8.17) Is your organization supporting or implementing project(s) focused on ecosystem restoration and long-term protection?

Select from:

- No, and we do not plan to implement project(s) within the next two years

C9. Environmental performance - Water security

(9.1) Are there any exclusions from your disclosure of water-related data?

Select from:

Yes

(9.1.1) Provide details on these exclusions.

Row 1

(9.1.1.1) Exclusion

Select from:

Country/geographical area

(9.1.1.2) Description of exclusion

We excluded facilities located overseas and domestic facilities such as offices, data centers, and factories that are not included in the calculation of Scope 2 emissions.

(9.1.1.3) Reason for exclusion

Select from:

Other, please specify :Data collection system is under construction.

(9.1.1.7) Percentage of water volume the exclusion represents

Select from:

11-20%

(9.1.1.8) Please explain

Calculated the exclusion percentage for water withdrawals, discharges, and consumptions.

[Add row]

(9.2) Across all your operations, what proportion of the following water aspects are regularly measured and monitored?

Water withdrawals – total volumes

(9.2.1) % of sites/facilities/operations

Select from:

1-25

(9.2.2) Frequency of measurement

Select from:

Monthly

(9.2.3) Method of measurement

Total water volume of water withdrawals is tracked with water billing record from water utilities or onsite measurement of flow meters.

(9.2.4) Please explain

The monitoring scope includes facilities located in Japan and are subject to Rakuten's Scope 2 calculation. The excluded facilities are relatively small in scale.

Water withdrawals – volumes by source

(9.2.1) % of sites/facilities/operations

Select from:

1-25

(9.2.2) Frequency of measurement

Select from:

Monthly

(9.2.3) Method of measurement

Volume of water withdrawals by source is tracked with each water billing record from water utilities or onsite measurement of flow meters.

(9.2.4) Please explain

The monitoring scope includes facilities located in Japan and are subject to Rakuten's Scope 2 calculation. The excluded facilities are relatively small in scale. The water used by Rakuten is mainly water supply from third party sources (water utilities).

Water withdrawals quality

(9.2.1) % of sites/facilities/operations

Select from:

Not relevant

(9.2.4) Please explain

Water quality of water supplied by third parties are measured by each provider and not measured by Rakuten.

Water discharges – total volumes

(9.2.1) % of sites/facilities/operations

Select from:

1-25

(9.2.2) Frequency of measurement

Select from:

Monthly

(9.2.3) Method of measurement

Total volume of water discharges is tracked with water billing record from water utilities and onsite measurement of flow meters.

(9.2.4) Please explain

The monitoring scope includes facilities located in Japan and are subject to Rakuten's Scope 2 calculation. The excluded facilities are relatively small in scale.

Water discharges – volumes by destination

(9.2.1) % of sites/facilities/operations

Select from:

1-25

(9.2.2) Frequency of measurement

Select from:

Monthly

(9.2.3) Method of measurement

Volume by destination of water discharges is tracked with each water billing record from water utilities or onsite measurement of flow meters.

(9.2.4) Please explain

The monitoring scope includes facilities located in Japan and are subject to Rakuten's Scope 2 calculation. The excluded facilities are relatively small in scale. The water discharges are mainly flown to sewerage system managed by the third parties.

Water discharges – volumes by treatment method

(9.2.1) % of sites/facilities/operations

Select from:

Not relevant

(9.2.4) Please explain

The total volumes of water discharged by treatment method in the area where our facilities are located are monitored by the local government, and therefore, we do not monitor them ourselves.

Water discharge quality – by standard effluent parameters

(9.2.1) % of sites/facilities/operations

Select from:

Not relevant

(9.2.4) Please explain

Rakuten does not discharge water that require treatment onsite. Thus, we do not monitor water quality parameters such as COD, BOD or TSS.

Water discharge quality – emissions to water (nitrates, phosphates, pesticides, and/or other priority substances)

(9.2.1) % of sites/facilities/operations

Select from:

Not relevant

(9.2.4) Please explain

Rakuten does not have manufacturing or production process that contaminate water with nitrates, phosphates, pesticides, and/or priority substances. Thus, we do not monitor such water quality substances.

Water discharge quality – temperature

(9.2.1) % of sites/facilities/operations

Select from:

Not relevant

(9.2.4) Please explain

Rakuten does not have manufacturing or production process that requires monitoring of temperature of water discharge. Thus, we do not monitor temperature of water discharge.

Water consumption – total volume

(9.2.1) % of sites/facilities/operations

Select from:

1-25

(9.2.2) Frequency of measurement

Select from:

Monthly

(9.2.3) Method of measurement

Volume of water consumption are calculated by subtracting the amount of wastewater from the amount of water withdrawn.

(9.2.4) Please explain

The monitoring scope includes facilities located in Japan and are subject to Rakuten's Scope 2 calculation. The excluded facilities are relatively small in scale. The excluded facilities are relatively small scale.

Water recycled/reused

(9.2.1) % of sites/facilities/operations

Select from:

Not relevant

(9.2.4) Please explain

Rakuten does not own any facilities that implement water recycled/reused. Thus, we do not monitor water recycled/reused.

The provision of fully-functioning, safely managed WASH services to all workers

(9.2.1) % of sites/facilities/operations

Select from:

76-99

(9.2.2) Frequency of measurement

Select from:

Unknown

(9.2.3) Method of measurement

It has been confirmed that WASH services are regularly cleaned and inspected at the main office in Japan. The frequency varies by facility and is not checked individually.

(9.2.4) Please explain

In Japan, in order to ensure the safety and health of workers in the workplace, regulations regarding water supply, drainage, and toilets in business establishments are stipulated by law, and facilities are installed and managed accordingly.

[Fixed row]

(9.2.2) What are the total volumes of water withdrawn, discharged, and consumed across all your operations, how do they compare to the previous reporting year, and how are they forecasted to change?

Total withdrawals

(9.2.2.1) Volume (megaliters/year)

(9.2.2.2) Comparison with previous reporting year

Select from:

Much higher

(9.2.2.3) Primary reason for comparison with previous reporting year

Select from:

Change in accounting methodology

(9.2.2.4) Five-year forecast

Select from:

Much higher

(9.2.2.5) Primary reason for forecast

Select from:

Change in accounting methodology

(9.2.2.6) Please explain

We are in the process of establishing a data collection system and are planning to expand the number of facilities where data will be collected.

Total discharges

(9.2.2.1) Volume (megaliters/year)

336

(9.2.2.2) Comparison with previous reporting year

Select from:

Much higher

(9.2.2.3) Primary reason for comparison with previous reporting year

Select from:

- Change in accounting methodology

(9.2.2.4) Five-year forecast

Select from:

- Much higher

(9.2.2.5) Primary reason for forecast

Select from:

- Change in accounting methodology

(9.2.2.6) Please explain

We are in the process of establishing a data collection system and are planning to expand the number of facilities where data will be collected.

Total consumption

(9.2.2.1) Volume (megaliters/year)

0

(9.2.2.2) Comparison with previous reporting year

Select from:

- About the same

(9.2.2.3) Primary reason for comparison with previous reporting year

Select from:

- Other, please specify :about the same

(9.2.2.4) Five-year forecast

Select from:

- About the same

(9.2.2.5) Primary reason for forecast

Select from:

- Other, please specify :Rakuten will use water in the ordinary course of business as it is, and thus significant changes in water consumption is not expected

(9.2.2.6) Please explain

Volume of water consumption are calculated by subtracting the amount of wastewater from the amount of water withdrawn.

[Fixed row]

(9.2.4) Indicate whether water is withdrawn from areas with water stress, provide the volume, how it compares with the previous reporting year, and how it is forecasted to change.

(9.2.4.1) Withdrawals are from areas with water stress

Select from:

- No

(9.2.4.8) Identification tool

Select all that apply

- WRI Aqueduct

(9.2.4.9) Please explain

We assess whether water is withdrawn from areas with water stress once a year. There are no areas with withdrawal data in 2023 where water stress is 'High'.

[Fixed row]

(9.2.7) Provide total water withdrawal data by source.

Fresh surface water, including rainwater, water from wetlands, rivers, and lakes

(9.2.7.1) Relevance

Select from:

Not relevant

(9.2.7.5) Please explain

This is not relevant to Rakuten.

Brackish surface water/Seawater

(9.2.7.1) Relevance

Select from:

Not relevant

(9.2.7.5) Please explain

This is not relevant to Rakuten.

Groundwater – renewable

(9.2.7.1) Relevance

Select from:

Relevant

(9.2.7.2) Volume (megaliters/year)

(9.2.7.3) Comparison with previous reporting year

Select from:

Higher

(9.2.7.4) Primary reason for comparison with previous reporting year

Select from:

Change in accounting methodology

(9.2.7.5) Please explain

Ground water is used at our sports stadiums.

Groundwater – non-renewable**(9.2.7.1) Relevance**

Select from:

Not relevant

(9.2.7.5) Please explain

This is not relevant to Rakuten.

Produced/Entrained water**(9.2.7.1) Relevance**

Select from:

Not relevant

(9.2.7.5) Please explain

This is not relevant to Rakuten.

Third party sources

(9.2.7.1) Relevance

Select from:

Relevant

(9.2.7.2) Volume (megaliters/year)

269

(9.2.7.3) Comparison with previous reporting year

Select from:

Higher

(9.2.7.4) Primary reason for comparison with previous reporting year

Select from:

Change in accounting methodology

(9.2.7.5) Please explain

This type of water is used at the offices, data centers, factories, warehouses, sports stadiums, and other facilities.

[Fixed row]

(9.2.8) Provide total water discharge data by destination.

Fresh surface water

(9.2.8.1) Relevance

Select from:

Not relevant

(9.2.8.5) Please explain

This is not relevant to Rakuten.

Brackish surface water/seawater

(9.2.8.1) Relevance

Select from:

Not relevant

(9.2.8.5) Please explain

This is not relevant to Rakuten.

Groundwater

(9.2.8.1) Relevance

Select from:

Not relevant

(9.2.8.5) Please explain

This is not relevant to Rakuten.

Third-party destinations

(9.2.8.1) Relevance

Select from:

Relevant

(9.2.8.2) Volume (megaliters/year)

336

(9.2.8.3) Comparison with previous reporting year

Select from:

Higher

(9.2.8.4) Primary reason for comparison with previous reporting year

Select from:

Change in accounting methodology

(9.2.8.5) Please explain

The water discharges are flown to sewerage system managed by the third parties.

[Fixed row]

(9.2.9) Within your direct operations, indicate the highest level(s) to which you treat your discharge.

	Relevance of treatment level to discharge
Tertiary treatment	Select from: <input checked="" type="checkbox"/> Not relevant
Secondary treatment	Select from: <input checked="" type="checkbox"/> Not relevant
Primary treatment only	Select from:

	Relevance of treatment level to discharge
	<input checked="" type="checkbox"/> Not relevant
Discharge to the natural environment without treatment	Select from: <input checked="" type="checkbox"/> Not relevant
Discharge to a third party without treatment	Select from: <input checked="" type="checkbox"/> Relevant
Other	Select from: <input checked="" type="checkbox"/> Not relevant

[Fixed row]

(9.3) In your direct operations and upstream value chain, what is the number of facilities where you have identified substantive water-related dependencies, impacts, risks, and opportunities?

Direct operations

(9.3.1) Identification of facilities in the value chain stage

Select from:

No, we have assessed this value chain stage but did not identify any facilities with water-related dependencies, impacts, risks, and opportunities

(9.3.4) Please explain

As for direct operations, we have assessed this value chain stage but did not identify any facilities with water-related dependencies, impacts, risks, and opportunities.

Upstream value chain

(9.3.1) Identification of facilities in the value chain stage

Select from:

Yes, we have assessed this value chain stage and identified facilities with water-related dependencies, impacts, risks, and opportunities

(9.3.2) Total number of facilities identified

1

(9.3.4) Please explain

Logistic centers are important hubs for our EC business. Therefore, we investigated the risk of flooding for the main warehouses operated by our affiliates. In the future, we plan to analyze water-related risks at each site and overseas.

[Fixed row]

(9.3.1) For each facility referenced in 9.3, provide coordinates, water accounting data, and a comparison with the previous reporting year.

Row 1

(9.3.1.1) Facility reference number

Select from:

Facility 1

(9.3.1.2) Facility name (optional)

Rakuten Fulfillment Center Nagareyama

(9.3.1.3) Value chain stage

Select from:

Upstream value chain

(9.3.1.4) Dependencies, impacts, risks, and/or opportunities identified at this facility

Select all that apply

Risks

(9.3.1.5) Withdrawals or discharges in the reporting year

Select from:

No

(9.3.1.6) Reason for no withdrawals and/or discharges

Rakuten is currently focusing on expanding the scope of data collection at its directly operated facilities and does not collect water withdrawal and discharge data from the upstream value chain.

(9.3.1.7) Country/Area & River basin

Japan

Other, please specify :Edo

(9.3.1.10) Located in area with water stress

Select from:

No

(9.3.1.29) Please explain

The facility is at risk of flooding. Three actions, namely 1) continuous investigation of water risks at the facility, 2) annual premium for fire insurance with flood compensation, and 3) consultation fee for Business Continuity Plan (BCP) development, are being implemented to address the risk.

[Add row]

(9.4) Could any of your facilities reported in 9.3.1 have an impact on a requesting CDP supply chain member?

Select from:

We do not have this data and have no intentions to collect it

(9.5) Provide a figure for your organization's total water withdrawal efficiency.

(9.5.1) Revenue (currency)

2071315000000

(9.5.2) Total water withdrawal efficiency

6164627976.19

(9.5.3) Anticipated forward trend

We are in the process of establishing a data collection system and are planning to expand the data collection facilities, so the water withdrawal efficiency is anticipated to deteriorate.

[Fixed row]

(9.13) Do any of your products contain substances classified as hazardous by a regulatory authority?

	Products contain hazardous substances	Comment
	Select from: <input checked="" type="checkbox"/> No	Compliance department has confirmed that no regulatory violations have occurred.

[Fixed row]

(9.14) Do you classify any of your current products and/or services as low water impact?

(9.14.1) Products and/or services classified as low water impact

Select from:

Yes

(9.14.2) Definition used to classify low water impact

· Providing consumers with the opportunity to make choices that have less impact on water through our services. · Educating business partners about less water impact initiatives through our services. Our online travel agency Rakuten Travel promote sustainable initiatives in travel industry. As part of the initiatives, Rakuten Travel visualizes the eco-conscious initiatives of accommodations and guides users to make green choices that lead to reducing negative environmental impact.

(9.14.4) Please explain

The Sustainable Travel Badge, which is displayed on the accommodation search screen, is granted through our review to accommodations that meet certain standards for environmentally conscious practices, including efforts* to reduce water consumption. (*based on their self-assessment) Initiatives to reduce water use are defined as follows. Offering the option of not having to change towels and bed linen, or not requiring cleaning services for consecutive nights, all toilets are water-saving, water-saving shower and bath facilities in rooms. The criteria were developed independently by Rakuten Travel based on the GSTC international standards and supervised by the Japan Alliance of Responsible Travel Agencies (JARTA), that promotes sustainable travel. Also in this initiatives, as a part of these initiatives, Rakuten Travel has also created a handbook for hotel facilities on how to promote sustainable initiatives and responsible options at their facilities.

[Fixed row]

(9.15) Do you have any water-related targets?

Select from:

No, but we plan to within the next two years

(9.15.3) Why do you not have water-related target(s) and what are your plans to develop these in the future?

(9.15.3.1) Primary reason

Select from:

We are planning to introduce a target within the next two years

(9.15.3.2) Please explain

Promoting efforts toward the scope of data collection across the group in order to set targets.

[Fixed row]

C10. Environmental performance - Plastics

(10.1) Do you have plastics-related targets, and if so what type?

	Targets in place
	<i>Select from:</i> <input checked="" type="checkbox"/> No, and we do not plan to within the next two years

[Fixed row]

(10.2) Indicate whether your organization engages in the following activities.

Production/commercialization of plastic polymers (including plastic converters)

(10.2.1) Activity applies

Select from:

No

Production/commercialization of durable plastic goods and/or components (including mixed materials)

(10.2.1) Activity applies

Select from:

Yes

Usage of durable plastics goods and/or components (including mixed materials)

(10.2.1) Activity applies

Select from:

No

Production/commercialization of plastic packaging

(10.2.1) Activity applies

Select from:

No

Production/commercialization of goods/products packaged in plastics

(10.2.1) Activity applies

Select from:

Yes

Provision/commercialization of services that use plastic packaging (e.g., food services)

(10.2.1) Activity applies

Select from:

Yes

Provision of waste management and/or water management services

(10.2.1) Activity applies

Select from:

No

Provision of financial products and/or services for plastics-related activities

(10.2.1) Activity applies

Select from:

No

Other activities not specified

(10.2.1) Activity applies

Select from:

No

[Fixed row]

C11. Environmental performance - Biodiversity

(11.2) What actions has your organization taken in the reporting year to progress your biodiversity-related commitments?

(11.2.1) Actions taken in the reporting period to progress your biodiversity-related commitments

Select from:

Yes, we are taking actions to progress our biodiversity-related commitments

(11.2.2) Type of action taken to progress biodiversity- related commitments

Select all that apply

Education & awareness

Law & policy

[Fixed row]

(11.3) Does your organization use biodiversity indicators to monitor performance across its activities?

	Does your organization use indicators to monitor biodiversity performance?
	Select from: <input checked="" type="checkbox"/> No, we do not use indicators, but plan to within the next two years

[Fixed row]

(11.4) Does your organization have activities located in or near to areas important for biodiversity in the reporting year?

	Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity	Comment
Legally protected areas	Select from: <input checked="" type="checkbox"/> Not assessed	<i>Due to lack of internal resources, capabilities, or expertise</i>
UNESCO World Heritage sites	Select from: <input checked="" type="checkbox"/> Not assessed	<i>Due to lack of internal resources, capabilities, or expertise</i>
UNESCO Man and the Biosphere Reserves	Select from: <input checked="" type="checkbox"/> Not assessed	<i>Due to lack of internal resources, capabilities, or expertise</i>
Ramsar sites	Select from: <input checked="" type="checkbox"/> Not assessed	<i>Due to lack of internal resources, capabilities, or expertise</i>
Key Biodiversity Areas	Select from: <input checked="" type="checkbox"/> Not assessed	<i>Due to lack of internal resources, capabilities, or expertise</i>
Other areas important for biodiversity	Select from: <input checked="" type="checkbox"/> Not assessed	<i>Due to lack of internal resources, capabilities, or expertise</i>

[Fixed row]

C13. Further information & sign off

(13.1) Indicate if any environmental information included in your CDP response (not already reported in 7.9.1/2/3, 8.9.1/2/3/4, and 9.3.2) is verified and/or assured by a third party?

	Other environmental information included in your CDP response is verified and/or assured by a third party
	Select from: <input checked="" type="checkbox"/> Yes

[Fixed row]

(13.1.1) Which data points within your CDP response are verified and/or assured by a third party, and which standards were used?

Row 1

(13.1.1.1) Environmental issue for which data has been verified and/or assured

Select all that apply

Climate change

(13.1.1.2) Disclosure module and data verified and/or assured

Environmental performance – Climate change

Fuel consumption

(13.1.1.3) Verification/assurance standard

General standards

- ISAE 3000
- ISAE 3410, Assurance Engagements on Greenhouse Gas Statements

(13.1.1.4) Further details of the third-party verification/assurance process

The same verification standard was used for fuel consumption as the emissions data.

(13.1.1.5) Attach verification/assurance evidence/report (optional)

Independent Assurance & ESG Databook.pdf

Row 2

(13.1.1.1) Environmental issue for which data has been verified and/or assured

Select all that apply

- Climate change

(13.1.1.2) Disclosure module and data verified and/or assured

Environmental performance – Climate change

- Project-based carbon credits

(13.1.1.3) Verification/assurance standard

General standards

- ISAE 3000
- ISAE 3410, Assurance Engagements on Greenhouse Gas Statements

(13.1.1.4) Further details of the third-party verification/assurance process

The same verification standard was used for project-based carbon credits as the emissions data.

(13.1.1.5) Attach verification/assurance evidence/report (optional)

Independent Assurance & ESG Databook.pdf

[Add row]

(13.2) Use this field to provide any additional information or context that you feel is relevant to your organization's response. Please note that this field is optional and is not scored.

	Additional information
	NA

[Fixed row]

(13.3) Provide the following information for the person that has signed off (approved) your CDP response.

(13.3.1) Job title

Representative Director and Group Executive Vice President

(13.3.2) Corresponding job category

Select from:

Chief Operating Officer (COO)

[Fixed row]

(13.4) Please indicate your consent for CDP to share contact details with the Pacific Institute to support content for its Water Action Hub website.

Select from:

No