



Sense of Security Generated from Constant Pursuit of Safety

We will provide various safety measures to everybody we are involved with and promote the creation of towns that is evaluated as safe.



A Security Station located in the building (AEON MALL Wuhan Jingkai)

◆ Signing of disaster prevention agreement

Most of the AEON MALLs in Japan have agreements with local governments on disaster prevention and relief activities. AEON MALL Shijonawate, which opened in October 2015, concluded a regional disaster prevention agreement between Shijonawate City, Neyagawa City and our company. Moreover, AEON RETAIL Co., Ltd., and these two cities signed an agreement for support and cooperation in the event of a disaster. This mall now has in place a system to function as a disaster prevention center for the region in the event of an emergency.



◆ Disaster prevention drills

To ensure the safety of customers in the case of a disaster, periodic disaster prevention drills are conducted which involve the participation of specialty store staff in providing evacuation guidance or engaging in firefighting. Some malls are prepared to quickly function as a disaster prevention base and are equipped with drinkable water, portable toilets, and large tents for evacuation called "Balloon Shelters".



AEON MALL BSD CITY (Indonesia)

◆ Food hygiene management

We consider food hygiene management to be one of the most important factors so that all of our customers are able to enjoy their food without any concerns. We have established a wide range of strict original rules on the handling of food, date/temperature management, hygiene management in the workplace, health management of workers, and more. In addition, we periodically carry out food hygiene inspections at all restaurants.



We have restrooms for restaurant employees. There are also malls which have restrooms with doors that do not open unless workers have disinfected their hands.

◆ Enhancement of aseismic performance

New malls opened after the Great East Japan Earthquake have adopted construction methods to increase aseismic performance at major points of the ceiling, by using a film-reinforced ceiling or an uncovered ceiling design for main walkways. Water receiving tanks are also constructed anti-seismically and durably to withstand earthquakes of a similar scale to the Great East Japan Earthquake.



◆ Equipped with functions required as a disaster recovery base

Some malls operate a gas infrastructure system capable of providing private power generation to supply power to security systems and to the main control rooms in the event of a wide-spread blackout. Additionally, malls which have installed temporary water outlets to their water receiving tanks for emergency use can supply several hundred tons of drinking water even if water and electricity are cut-off.



◆ Toward the elimination of anti-social forces

Our firm and AEON MALL Okinawa Rycom was awarded a certificate of commendation by the Honorary Chairman (Governor of Okinawa) of the BOURYOKUDANTSUIHOU OKINAWA KENMINKAIGI at the "24th BOURYOKUDANTSUIHOU OKINAWAKENMINKAIGI Naha Citizens' Rally for the Elimination of Gangster Organizations". This was in recognition for proactively cooperating with gangster organization exclusion activities, such as by establishing provisions to eliminate anti-social forces in the tenant agreement of our malls.



◆ Report on the Explosion in Binhai District in Tianjin

The explosion that occurred in Binhai District in Tianjin in China on August 12, 2015 caused damages to AEON MALL Tianjin TEDA that is located approximately 2km from the scene of this incident. We would like to once again express our gratitude for the voices of concern we received.

The explosion occurred at about 23:00 on August 12. I rushed to the mall after receiving a telephone call from the custodian. The blast of the bomb smashed all the glasses and bended the iron doors. I thought that the bomb had exploded here. We checked on the safety of our workers throughout the night and boarded up the mall in order to prevent theft. Mr. Yoshida, the President, arrived on-site on August 15, at which time we received information that the district in which the mall is located was in danger. We were unable to obtain clear information about this from the police and fire departments. Therefore, we made the decision to withdraw temporarily. Immediately following this decision, this area was designated as a restricted zone. There were those who said it would be difficult to reopen. Nevertheless, I thought that it was precisely at such moments that we have an obligation to do our best toward the reconstruction of the region. The restrictions that had been put in place were eventually lifted, and we resumed repair work on September 1. Our workers thoroughly kept to our order of priority – safety, convenience and then appearance – in light of our experiences with the Great East Japan Earthquake. The recovery of

firefighting facilities was our first priority. We then reopened once the safety of the mall was ensured, and left the appearance to last. Furthermore, we used this opportunity to renew areas that had deteriorated and appealed to the public that we had been reborn as a new mall. Reconstruction proceeded at a fast pace with the cooperation of the owner companies and the government. We gradually re-opened the AEON supermarket in phases from September 20 to October. Operations in the entire building resumed on November 1, 81 days after the incident. The smiling faces of our customers then returned to our bright mall that had been polished in every corner by our workers. It is not possible to predict an incident like this in advance, but we succeeded with our accurate initial response. We are now thinking about what we can do for the local residents to whom we are indebted to. I think that what we need to do will gradually come to light with this kind of mentality.

Takeshi Nakane
President
AEON Mall (China) Business
Management Co., Ltd.



◆ Universal design

Our firm introduced full-fledged universal design in 2005 so that all our customers can enjoy their time in our malls comfortably. Moreover, even after introducing universal design, we are listening to our customers by periodically carrying out surveys to continuously tackle areas in need of improvement in both infrastructure and management aspects.



In addition to easily-accessible information counters, intuitive touch panel facility guides and digital signage terminals are installed at various locations throughout the mall.



Wheelchairs and baby strollers are available at the mall. Also, an inter-phone service is installed at the central entrance of the mall for customers requiring help.



Wide, multi-function Priority Toilets, Kid's Toilets designed for children, and Toilets for ostomates are also available.



Parking areas for handicapped persons require pre-registration for use, and an environment where persons with special requirements can definitely use the area has been prepared.