

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.



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 AEON MALL Nagakute that opened in December 2016, wider parking spaces "Baby Parking" are secured for 13 cars considering customers who use a baby buggy.



Information guide



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

Toilets space



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

For disabled customers



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

Pre-registration parking lot for persons with disabilities



By providing parking areas for persons with disabilities, which requires pre-registration for use, an environment where any person who needs parking space can definitely use the area has been prepared.

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.

▲ Hanging smoke barrier made from sheet material that prevents cracking and scattering at the time of disaster (AEON MALL Nagakute)



▲ Elevated water tank installed on the roof in case of a large tsunami (AEON MALL Sakai Teppouchu)

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 eating and drinking places.

▲ We have restrooms for employees of eating and drinking places. There are also malls which have restrooms with doors that do not open unless workers have disinfected their hands.

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 Nagakute which opened in December 2016 concluded an "Agreement on Disaster-prevention Activity Cooperation for Disaster Victims in Event of Disasters" with Nagakute City. Both parties have agreed that AEON MALL Nagakute will provide the parking lot of the mall as a temporary evacuation area to disaster victims and allow them to use tap water, rest rooms, etc., in case of a disaster, and cooperate with disaster-prevention drills of the city.

Provision of group-wide disaster-prevention drills

AEON MALL Kochi (Kochi Prefecture)

In June 2016, we implemented AEON group-wide disaster-prevention drills on the assumption of Tonankai Earthquake in AEON MALL Kochi. The mall conducted an evacuation drill with about 300 people participating on the assumption that an earthquake of magnitude 8.4 has occurred in the Nankai Trough south off the coast of Wakayama Prefecture, and shaking of the maximum seismic intensity have been observed mainly in the Kinki, Chugoku, and Shikoku regions. We also confirmed the stricken area support cooperation together as a group by holding trainings mainly for gathering disaster information at AEON Komaki Crisis Management Center (Aichi Prefecture) that is the AEON Group's crisis management specialized section, and AEON Tower Disaster-prevention Headquarters (Chiba Prefecture).

Implemented "National Disaster-Prevention Caravan" in cooperation with the Scout Association of Japan

From June to December 2016, the Scout Association of Japan, AEON, and our company jointly held "National Disaster-Prevention Caravan" in 60 commercial facilities of the AEON Group in 47 prefectures. It is an event, with the cooperation of the Scout Association of Japan, that provides useful information in case of an emergency to children bearing the region's future and their guardians, with the aim to provide them with knowledge and skills concerning "Disaster-Prevention". Under the slogan of "Always be ready just in case", we implemented practical programs such as the selection of emergency supplies, experience of emergency relief, and experience of ropeworks.



Confirmation of guidance routes



Mainly employees of specialty stores confirmed routes to guide customers to upper floors of the parking lot without using elevators and escalators.

Offered soup-run



We cooked soup-run with the help of a field kitchen trailer and a water supply trailer of the Ground Self-Defense Force, and offered curry and rice to customers for free. Vehicles of the Self-Defense Force were also exhibited.

AED training



The Japanese Red Cross Society held a training on how to Balgave CPR, and use AED (Automated External Defibrillator) in the building.

Set up Balloon Shelter



We set up a large air-tent for emergency evacuation (Balloon Shelter) that had been used when the 2016 Kumamoto Earthquake occurred.