

# Developing Social Infrastructure



## Developing Sustainable and Resilient Infrastructure

### Safe, Secure, Comfortable Mall Operation Systems

Based on the AEON COVID-19 Prevention Protocol, a standard for infection control, we will continue consistent and comprehensive measures against infectious diseases, implementing systems throughout the entirety of our entire facilities. These measures will include basic measures, from disinfection, social distance, and visualization to ease

congestion, to other measures in connection with mall events and back office operations. We continue to review operations and evolve infection control measures, approaching these conditions as the “new norm.”

\* AEON COVID-19 Prevention Protocol (Japanese only):  
[https://www.aeon.info/prevention\\_protocol/](https://www.aeon.info/prevention_protocol/)



Ventilation systems enhance air circulation



Visitor counting systems help prevent mall overcrowding

### ■ Certified in Global Standard Evaluations for COVID-19 Countermeasures

AEON MALL Ageo (Saitama Prefecture), AEON MALL Shinrifu (Miyagi Prefecture), AEON MALL Kawaguchi (Saitama Prefecture), AEON MALL Hakusan (Ishikawa Prefecture), and AEON MALL Nagoya Noritake Garden (Aichi Prefecture) received the WELL Health-Safety Rating\*, a global evaluation of measures against COVID-19 infection. In addition to measures against droplet and contact infections within our facilities, we established comprehensive safety measures at each entrance and a cleaning management system within facilities for the safety and peace of mind of customers and employees at specialty stores.



\* WELL Health-Safety Rating: The WELL Health-Safety Rating is a global standard conducted by a third-party verification organization to ensure facilities in the with-COVID-19 era are managed and operated in consideration of health and safety for visitors, employees, and others.

### ■ Support for COVID-19 Vaccinations in Japan and Overseas

In cooperation with local governments, we are offering AEON MALL event halls, parking lots, and other facilities as COVID-19 vaccination centers. Approximately 30 of our malls across Japan are being used as sites for COVID-19 vaccinations. Approximately 490,000 individuals have received vaccinations at AEON MALL facilities.

Overseas, as well, AEON MALL Binh Duong Canary (Binh Duong Province) in Vietnam offers a large-scale vaccination site inside the mall. In cooperation with the government of Indonesia, we established a vaccination center at AEON

MALL Jakarta Garden City (East Jakarta City) and provided vaccinations there.



### ■ Joint Research with the Waseda University Faculty of Science and Engineering

Over a one-year period beginning April 2021, AEON MALL conducted joint research on infectious disease prevention measures in AEON MALL facilities together with the laboratory of Professor Shinichi Tanabe, Ph.D., Professor of Engineering at the School of Science and Engineering at Waseda University (specialist in building environment studies). By acquiring and analyzing data from actual mall operations, we evaluated the potential and effectiveness of the measures we adopted to reduce the risk of infectious diseases. We also introduced other new initiatives, including a new system that monitors CO<sub>2</sub> concentration and ventilation conditions, visualizing the data for customer viewing.



## Disaster Prevention

### ■ Disaster-Response Agreements

We establish strong partnerships with external partners such as governments and private companies to create safe and secure communities. In Japan, nearly all of our malls have concluded agreements with local governments for cooperation in disaster prevention activities.

AEON Co., Ltd. has concluded agreements with the Japan Ground Self-Defense Force, Japan Airlines Co., Ltd., and electric power companies throughout Japan. In the event of an emergency, we will cooperate and provide support, including infrastructure development and supplies, to serve as a base for reconstruction.



### ■ Holding Disaster Prevention Events at Malls Across Japan

Every year, we hold a number of disaster prevention events at malls across the country to teach, in an entertaining way, knowledge and skills related to disaster prevention that will be useful in the event of an emergency. Each mall offers a variety of activities, including simulated flooding experience using augmented reality (AR) goggles, interaction with rescue dogs, and workshops for making disaster prevention supplies,

with the participation of neighboring companies, police, fire departments, and government agencies. Looking ahead, we hope to communicate the mall's role to the community through ongoing events, establishing AEON MALL as a disaster relief facility.



### ■ Disaster Prevention Initiatives Outside Japan

In Cambodia, we conduct monthly disaster prevention drills, and, with cooperation from local fire departments, participate in annual large-scale disaster prevention drills in June with the participation of around 500 people. We use social media to share images from these drills, informing those in the community about the safety and peace of mind offered by our malls.

In China, we are working to introduce automatic fire extinguishing equipment to all restaurants, and we have mandated that all new restaurants also introduce these before opening. We work to strengthen awareness toward fire prevention through regular post-introduction inspections by employees, reducing the number of incidents occurring. We will continue to strive toward higher levels of safety in our malls overall by taking action such as installing detection devices for gas leak prevention.

## Production and Consumption Formats

### Pursue Plastic Elimination Initiatives

#### ■ Compliance with the Plastic Resource Circulation Act

The Plastic Resource Circulation Promotion Act came into effect on April 1, 2022. This law's aim is to aid the transition to a circular economy that minimizes waste generation, to create an environment that allows investment in resource recycling as a growth sector, and to encourage changes in consumer lifestyles. AEON MALL will not only reduce plastic, but also accelerate the shift toward a plastic-free society.

#### ■ Installation of Plastic Container Washing Machines

Until now, used plastic cups and containers could not be recycled when disposed of as-is, creating the problem of CO<sub>2</sub> generated from their incineration. AEON MALL has developed a plastic washing machine for our customers and the employees of specialty stores, with the aim of utilizing recyclable resources through cooperation in washing these. At AEON MALL KYOTO, we have launched a pilot project with these washing machines for employees of specialty stores as of March 2022, and we are considering introducing these for customers as well.



Waste plastic disposal  
by washing

#### ■ Transition to Environmentally Friendly Materials

AEON MALL has proposed that restaurant tenants switch their cutlery materials from plastic to alternative products such as paper, wood, and biomass plastic. We will continue to contribute to the realization of a plastic-free society in cooperation with our customers, store association members, and employees.

#### ■ Green Life Points with the AEON MALL App

AEON MALL has been adopted as a subsidized business for the Green Life Point program promoted by the Ministry of the Environment.

AEON MALL will add an environmental function to the AEON MALL app. For the first phase, we will issue points for eliminating the use of plastic cutlery from take-out. In the second phase, we plan to add a function in 2023 to issue points commensurate with the amount of power discharged to AEON MALLs by EVs charged with excess household electricity from solar power.

