

# Stakeholder Engagement

AEON MALL is thoroughly committed to management based on the ESG perspective of creating economic, social, and environmental value for all stakeholders.

Stakeholder	Customers	Local Communities	Business Partners	Employees	Shareholders and Investors	NPOs and NGOs
Relationship with Stakeholder	We give thorough attention to our customers and share the best experiences that will become life-long memories	We aim to operate community-oriented malls and help create vibrant societies for local communities	We form partnerships and co-create in compliance, human rights, and environmental initiatives	We pursue human capital investments to become a Company that maintains a healthy and diverse workforce in which employees can demonstrate their capabilities	We strive to provide appropriate returns to shareholders and investors through appropriate information disclosure and proactive dialogues	We strengthen support for non-profit organizations with common ESG management directions to solve social issues
Dialogue Frequency	Regularly	As necessary	Regularly	Twice a year	As necessary	As necessary
Method of Dialogue	<ul style="list-style-type: none"> <li>Customer feedback</li> <li>Communication through events</li> </ul>	<ul style="list-style-type: none"> <li>Heartfelt Sustainable Projects* in cooperation with local communities</li> </ul>	<ul style="list-style-type: none"> <li>Communication in daily sales activities</li> <li>Exchange through AEON MALL Store Association activities</li> </ul>	<ul style="list-style-type: none"> <li>Self-assessment of career and understanding aspirations</li> </ul>	<ul style="list-style-type: none"> <li>IR meetings</li> <li>Strengthen information disclosure</li> </ul>	<ul style="list-style-type: none"> <li>Support for fundraising, blood drives, and other initiatives</li> </ul>

\* Each area and mall plans and implements ongoing initiatives that contribute to resolving issues faced by local communities and society as a measure to embody ESG management.

## Examples of Co-Creation with Stakeholders (2022)

-Utilization of rivers for Next-River Restoration and Business Venture Challenge at the Waterside in Saitama Prefecture-  
**Signing of Basic Agreement on Waterfront Utilization Along the Osagami Regulating Pond (tentative name) with AEON MALL, Koshigaya City**

### Overview

AEON MALL registered our business with the Next-River Restoration · Business Venture Challenge at the Waterside in Saitama Prefecture. This project undertakes community revitalization using the Osagami Regulating Pond adjacent to Lake Town. After registration, the project recruited private companies for the project. AEON MALL was selected as the operator and we signed the basic agreement.

- Agreement Items**
- Form positive waterfront and urban spaces
  - Generate liveliness
  - Enhance attractiveness through cooperation with the local community
  - Convey attractiveness

### Community Needs

This project develops and revitalizes the community through the effective use of the Osagami Regulating Pond—a valuable local resource that enriches lives in the community.

### Project Details

Koshigaya City and our Company will utilize the Osagami Regulating Pond waterside to revitalize the community in unison with Saitama Prefecture, the river administrator. To do so, we will further collaborate to create a positive waterfront and urban spaces, generate liveliness, and enhance the attractiveness of the waterfront area through cooperation with the local community.



Date signed: August 27, 2022



-Supporting work styles that suit employees' growth and lifestyles-  
**Conducting Career Plan Interviews for Employees Aged 28, 35, and 42**

### Overview

Our Basic Personnel Philosophy is to listen to our employees' opinions, understand how they feel, and provide them with opportunities to best utilize their talents. Under this principle, we work to create a workplace environment in which employees can thrive and play active roles. We conduct career plan interviews for employees aged 28, 35, and 42 to provide an opportunity for each individual to discuss career development concerns and future plans with the Personnel Management Department. These interviews aim to provide employees with the opportunity to reconsider their lifestyles.

### Societal Issues

We must pursue health management to eliminate employee concerns and issues as well as to achieve work-life balance.

### Project Details

The program targets employees who are 28 years old, when life stages are likely to change; 35 years old, when they play central roles in business operations; and 42 years old, when they have gained experience and broadened their perspectives. Employees of these ages have many opportunities to reexamine their careers. We prepare them for career stagnation due to marriage or childbirth, or in the event that nursing care or medical treatment is required. By addressing their concerns and discussing their future career paths together, we welcome their individual aspirations and use them to identify, cultivate, and assign human resources that will embody our management philosophy. Through these efforts, we will work to foster health promotion awareness in each employee, encourage paid leave, and reduce long working hours by improving work productivity.



## Value Creation

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