

## Aiming for More Disaster-resistant AEON MALL ①

We will promote community development to gain high evaluation of the safety of our malls and make our malls safe for everybody from both hard and soft aspects.



AEON MALL Iwaki Onahama [Fukushima Prefecture]

### Aiming for malls as a local disaster prevention base

The safety of our customers is the top priority in daily mall operations. We are working as a local disaster prevention base at each shopping mall by conducting drills simulating disasters such as earthquakes and typhoons with employees of the specialty stores. We are also aiming to play an important role as a restoration base when a certain region is extensively damaged by disaster by securing as much electric power and drinking water as possible to maintain functions of the facility.

AEON MALL Iwaki Onahama (Fukushima Prefecture) which opened in June 2018 is prepared to temporarily accept evacuees by adopting the piloti column construction on the first floor, installing major facilities in a higher place than the expected maximum height of tsunami, and opening mall's paths, rooftop, etc. to the public at any time during the day or night.



We have been creating shopping malls on the basis of disaster simulations, for example, based on our experiences in the Great Eastern Japan Earthquake, installing power receiving facilities, etc. in a higher place assuming damage caused by tsunami or flood, and installing an emergency valve capable of draining drinking water from the water receiving tank. We have also been enhancing aseismic performance, for example, by changing smoke-proof hanging walls from glass to transparent, nonflammable sheets to prevent a secondary disaster when an earthquake occurs. Almost all our shopping malls in Japan have a system that functions as a disaster prevention base in emergencies by entering into an agreement of co-operation in disaster-prevention activities with the local administration.

**Kaoru Iwamoto**  
Vice President and Development Officer  
Note: His position at the interview on February 18, 2019 was Senior Managing Director and General Manager of Development Division.



### Main disaster response case examples

In FY2018, because there were more natural disasters than usual, we responded in a variety of ways to ensure the safety of customers and employees of the specialty stores and to function as a local infrastructure.

#### 2018 July Heavy Rain (June 28 - July 8, 2018)

- AEON MALL Kurashiki (Okayama Prefecture)

Takahashi River near the mall reached an alarming level that could trigger floods at midnight, July 6, and we immediately made our multistory parking lot available to the evacuees as a temporary evacuation area in accordance with the disaster-prevention agreement with Kurashiki City. Security guards and our six employees came to the mall and opened the parking lot and some restrooms in the building for the evacuees. We received such information via Disaster Information (area e-mail) sent from Kurashiki City, and we accepted about 2,300 vehicles until 1:00 a.m. on July 7.



Area e-mail actually transmitted

- AEON MALL Hiroshima Fuchu (Hiroshima Prefecture)

When the river near the mall reached a dangerous water level that could trigger floods due to heavy rain on July 6, we received a request from Fuchu-cho Disaster Risk Management Division for our customers not to exit the mall. We opened the food court at 20 o'clock to the public for customers who have trouble returning home, and provided drinking water and opened the restrooms to the public by assigning security guards overnight. 93 customers took refuge until the morning.

#### 2018 Typhoon No. 21 (Aug. 28 - Sep. 5, 2018)

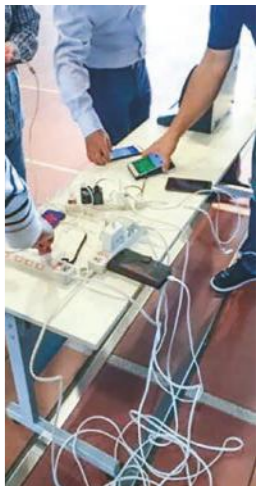
- AEON MALL Tokoname (Aichi Prefecture)

On September 4, nearly 100 foreign tourists visiting Japan got stuck at the mall because the connecting bridge between Chubu Centrair International Airport and Tokoname town area became closed to vehicular traffic. The mall arranged two special buses because many customers were in a hurry, and took the customers to the airport immediately after vehicles were allowed to go to the airport.

#### 2018 Typhoon No. 24 (Sep. 21 - Oct. 1, 2018)

- AEON MALL Hamamatsu Shitoro (Shizuoka Prefecture)

At midnight on September 30, a storm developed with a maximum wind velocity exceeding 40 meters per second, and a power failure occurred in areas covering a wide range of Hamamatsu City. On October 1, AEON MALL Hamamatsu Shitoro provided 20 charging cables in the mall and opened the AEON Hall to the public as a study room. AEON MALL Hamamatsu Ichino (Shizuoka Prefecture) also provided a charging space and opened part of the parking lot to the public.



#### Hokkaido Eastern Iburu Earthquake (September 6, 2018)

- AEON MALL Asahikawa Ekimae (Hokkaido)

In Asahikawa where a seismic intensity of 4 was recorded, and the entire area including our mall facilities lost power. In consultation with JR Asahikawa Station that recovered from the power failure earlier, we provided battery chargers by bringing all extension cords and mobile phone power taps in the mall into the concourse of the station. We also made some of our restrooms available by carrying water from the water receiving tank and conducted over-the-counter sales of groceries and daily necessities.



## Aiming for More Disaster-resistant AEON MALL ②

(General manager discussion)

Persons in charge in case examples described on the previous page gathered and exchanged their opinions on how we should be prepared and act to protect the safety of our customers and employees of the specialty stores in case of an emergency.



(From left) Osamu Kanemori [AEON MALL Kurashiki], Hirotsugu Yamaguchi [AEON MALL Hiroshima Fuchu], Takuya Okada [AEON MALL Tokoname], Ken-ichi Hirama [AEON MALL Hamamatsu Shitoro], Tomoyuki Iwade [AEON MALL Asahikawa Ekimae]

### —What are your determination criteria in case of an emergency?

**Okada:** As a company, all our employees share the awareness that "safety and security take precedence over everything" through our experiences of various disasters. Our group's strength is to be able to take cross-field measures such as AEON Retail for products and AEON Delight for facilities.



**Iwade:** At AEON MALL Asahikawa Ekimae where a power failure occurred due to Hokkaido Eastern Iburi Earthquake, our staff started to take actions to help people who are in need, such as conducting wagon sale of foods in cooperation with AEON (GMS). I think everyone observes what our seniors have been doing.

**Hirama:** It is important to observe not only things which are in front of us but also the overall situation of the area and customer trends. When we were hit by Typhoon No. 24 last year, two shopping malls in Hamamatsu City took similar measures as a result, so I thought that this was AEON MALL's DNA.



**Yamaguchi:** After suffering from heavy rain and flood damage, it is necessary to make a careful decision about when to resume business. I think that verification is necessary regarding our responses to the heavy rain in July 2018 by conducting sufficient hearings with customers and specialty stores.

**Kanemori:** At AEON MALL Kurashiki, we received complaints about why we opened the mall from parents of employees of the specialty store. It is difficult to judge while viewing the entire community. I involve various people to build relationships of trust and make a decision after obtaining various opinions. If I fail, I will reflect honestly and make improvements. I believe I can grow after failure.

### —What are you always aware of?

**Hirama:** When I am transferred to a new shopping mall, the first thing I do is to check the situation concerning the location of the shopping mall and past case examples. I believe that if you think more, you can make better judgments.

**Iwade:** I think it is important to build relationships of trust by communicating with our staff. It is also necessary to have my judgment accepted.

**Hirama:** Even if we make various requests to specialty stores in case of an emergency, it is difficult to have such requests accepted. I think it is important to activate communication, for example, by make the rounds of the stores on a regular basis.

**Okada:** I often talk with the store manager of AEON (GMS) and the center manager of AEON Delight. Training is necessary as a matter of course. We are building a culture in which priority is given to the protection of safety above all else by involving not only employees of the specialty stores but also fire department and local businesses.



**Kanemori:** Other malls' case example reports are very helpful. I read these reports while simulating what I would do.

### —How about collaborating with the Head Office?

**Kanemori:** Based on my experiences in the Great Eastern Japan Earthquake, I asked the department in charge to set up a restroom in the parking lot of each upcoming new mall. It is very difficult to open restrooms in the building to the public outside business hours for security reasons. Therefore, we need a restroom outside the mall and on floors with a height that will not be flooded in a disaster.

**Yamaguchi:** AEON MALL Hiroshima Fuchu has sometimes been flooded in the site; therefore, we carried out a bypass construction of part of the site. As we were able to concentrate on our core business without worrying this time, I felt that hardware investment is important.



**Hirama:** AEON MALL Hamamatsu Shitoro will soon mark its 15-year anniversary. I would like to listen to suggestions of the department in charge about what kind of disaster prevention facilities can be renewed in the next renovation.



**Kanemori:** Although we struggle to gather information in an emergency, information available on the Internet such as live cameras monitoring river conditions is also very useful. I hope that these tools can be shared in the company.

**Okada:** If we have something like an information gathering team, general manager's judgment will be easier.

**Iwade:** It is important to control information. Although information such as false rumors about this earthquake was spreading quickly and widely through SNS, there was no way to confirm the facts locally. In such a case, I would appreciate it if the head office could investigate and verify the information and give us feedback.



### —What are the issues to be addressed in the future?

**Kanemori:** Although there are implementation examples at other malls, we are asking the relevant administrative organ to hold an event to increase local residents' awareness of disaster prevention and have the residents acquire knowledge. From now on, we would like to contribute not only to responding to disasters but also to creating disaster-resistant communities.

**Okada:** Natural disasters are not the only risk. Because Tokoname is located near the airport, I think it is necessary for us to anticipate every possibility including terrorism by involving the entire community.

—Thank you everyone.