

Developing community and social infrastructures

We always consider the safety of our customers to be our top priority and take all-round measures, and we function as a disaster prevention base for local community.

## Build facilities that provide safety and security even in the event of a disaster



### Conclusion of disaster prevention agreements at almost all shopping malls in Japan

We aim to build safe and secure cities and strengthen collaboration with external partners such as administrations and private companies. In Japan, almost all of our shopping malls have signed agreements with local administrations on matters such as providing assistance for disaster prevention activities. In addition, AEON has also signed agreements with the Japan Ground Self-Defense Force, Japan Airlines Co., Ltd. (JAL), and 10 electric companies throughout Japan, and in the event of an emergency, AEON will collaborate with these organizations to provide support for infrastructure maintenance, provision of supplies and such, and act as a base for post-disaster reconstruction.



### Conclusion of the Agreement on Disaster Response with Kanto Regional Development Bureau, Ministry of Land, Infrastructure, Transport and Tourism of Japan

In March 2021, AEON entered into the Agreement on Disaster Response with Kanto Regional Development Bureau, Ministry of Land, Infrastructure, Transport and Tourism of Japan. For the purpose of preparing for large-scale disasters such as earthquakes directly under the capital and storm and flood damages, and implementing disaster response measures effectively, we will take measures jointly with Kanto Regional Development Bureau, Ministry of Land, Infrastructure, Transport and Tourism of Japan such as providing space for disaster response activities, food, inflatable shelters, and other materials and equipment at the request of the Bureau.

### Hold disaster prevention festivals



Since 2018, AEON MALL Sakai Teppoucho (Osaka Prefecture) has been holding the Sakai Teppoucho Bosai FES! (Sakai Teppoucho Disaster Prevention Festival) as an opportunity for local residents to re-recognize the importance of disaster prevention. In FY2020, with the help of 18 kindergartens and nursery schools, we exhibited 1,276 coloring pictures of fire trucks, and also held a walking rally where people learned the importance of disaster prevention supplies while walking around in the mall. A total of 31 groups and organizations, including nearby companies, police, fire department, and administration, participated in the event, the largest number of participating organizations in the history of the event, promoting disaster prevention awareness among customers.

#### Create opportunities for enhancing disaster prevention awareness of local community while having fun

Since I joined the Company in 2016, I have been planning disaster prevention festivals in the shopping mall I'm working for, as an opportunity for local residents to improve their awareness of disaster prevention in a relaxed and pleasant atmosphere. At first, we have never organized any disaster prevention events with administrations, but now many local organizations, administration and enterprises that agree with this initiative have joined in, and the scale of the event has expanded. Since our shopping mall has been designated as a temporary emergency shelter in case of tsunami, we hope to raise people's awareness so that they can remember our shopping mall in case of disaster. As a Company rooted in the region, even if one person's life can be saved by taking active measures, I think it can be considered our Company's return to all the people in the region.



AEON MALL Sakai Teppoucho  
Operation manager  
Akitake Aoyama

### Disaster prevention measures (outside of Japan)

#### Fire prevention by introducing automatic fire extinguishing equipment (China)

In order to prevent kitchen fires, we have promoted the introduction of automatic fire extinguishing equipment in all eating/drinking spaces since July 2018. If they do not agree to install, we will not give permission to opening new stores. After the introduction of automatic fire extinguishing equipment, staff conducted regular inspections, which led to the improvement of fire prevention awareness of the specialty stores, reducing the occurrence of accidents. We also set up detectors for gas leaks and hope to continue to improve the safety level of all shopping malls in the future.



AEON MALL (CHINA) CO., LTD.  
Construction Management  
Department Construction  
Planning Department Manager  
Qiong Zhao

#### Improve disaster prevention awareness through training (Vietnam)

Fires caused by human errors such as barbecues in the store area and poor connection of outlets in specialty stores have become an urgent issue, so we are conducting on-job training and disaster prevention training to aim for preventing problems from happening. Disaster prevention training is held once a year and is attended by employees of our Company and specialty stores. It is held for approximately 1 hour each time under the guidance and recommendations of the fire department. Our shopping mall is excellent in terms of safety; for example, it can serve as a shelter in the event of an emergency. In the future, we will continue to provide local residents with a sense of security.



AEON MALL Vietnam  
Mall Operation Department  
Deputy manager  
Nguyễn Nam Phương

#### Arrange equipment well and ensure a high level of safety (Cambodia)

We conduct disaster prevention training once a month. In addition, we also conduct a large-scale disaster prevention training involving about 500 people every June with the assistance of the local fire department. By making full use of Social Networking Services to post the process of the training, we are conveying the level of safety of the mall to the local community. In preparation for fires, fire sprinklers are installed on the ceiling at an interval of 1.5m to 2m. In addition, we've also prepared fire hoses, fire extinguishers, and fire alarms. In terms of both software and hardware, we are maintaining the high level of safety that can only be achieved in AEON MALL.



AEON MALL Phnom Penh  
Operation staff  
Taen Enhab



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We have introduced the latest digital equipment and social infrastructure, and are committed to building shopping malls that make everyone feel convenient and comfortable.



## Improve the convenience of AEON MALL as a base for daily life

### Promote "Smart Shopping Mall"



We are introducing cutting-edge digital technology to actively promote "Smart Shopping Mall" that makes shopping more convenient and comfortable for customers. On the exterior wall of AEON MALL Ageo (Saitama Prefecture), which opened in December 2020, we have installed two large 320-inch LED displays to disseminate information about the specialty stores, seasonally changing environmental videos and news. In addition, we have also digitized the Voice of the Customer, which used to be answered on paper and now can be accessed on a dedicated touch-screen signage.

### Generalize universal design

In order to make it possible for all visiting customers to spend a peaceful and comfortable time in the shopping mall, we introduced full-scale universal design to our commercial facilities for the first time in 2005, and we continue to make improvements by listening to customer opinions through surveys such as regular questionnaires. When we expanded and renovated AEON MALL Kochi (Kochi Prefecture) in September 2020, we invited Naoto Tanaka, a visiting professor at Shimane University who is well known for his research on universal design, and Tomomi Oida, representative director of NATS Architectural Design Co., Ltd., to supervise the construction, and built facilities more comfortable for everyone, including senior citizens, people with disabilities, and people with infants and toddlers.



### Opening of the new government office of Uki City Ogawa Branch inside the shopping mall site



In order to enhance the convenience for the public and enrich the functions of the facility, the Uki City Ogawa Branch New Government Office was opened in December 2020 in the exterior building of AEON MALL Uki (Kumamoto Prefecture), transferring the administrative functions of the old Ogawa Branch Office to this office. This is the first time in Japan that an administrative institution has transferred all of its branch office functions to a private commercial facility, and is a government, industry and academia tripartite

collaboration between Uki City and AEON MALL Uki, including Kyushu University Faculty of Design, which was jointly responsible for the research of design planning. In a relaxed space of approximately 1,500m<sup>2</sup>, we have created a base for local community life full of the warmth of wood.



### Promote work-style reform

The new government office has created a comfortable working space that can be regarded as the future vision of the local city, as well as a model for business reform. In a part of our window services, we have introduced the free address workspace system, and are committed to work-style reform.

### Build a space full of smiles

In addition to a cafe aimed at supporting the employment of the disabled, the branch also has a new resting place established, utilizing the large space to serve those with children.

We commissioned the opening of a branch office in AEON MALL Uki because it would be more convenient for the public, and because the unprecedented initiative of opening a branch office in a private commercial facility was an opportunity to have many people to get to know Uki City. I think we have achieved a space design that is unusual for an administrative institution with the spaciousness of a shopping mall as the basis. This project would not have been possible without the collaboration of AEON MALL. I hope that we can continue to strengthen our collaboration in the future as well, and turning the Ogawa branch office into a base for revitalization of the city.



Director of Uki City Ogawa Branch  
Mr. Yoshihiro Nakamura

We thought that the opening of a new Ogawa Branch in the shopping mall would make AEON MALL Uki a new city base facility for the residents of the area, and we gladly accepted Uki city's proposal. While it is essential to the development of Uki City to create new job opportunities and build a city worth working in, meanwhile AEON MALL Uki is also faced with the need to secure young talents. We will deepen our collaboration with the administration and take continuous initiatives to accelerate the implementation of measures that address the administrative issues that Uki city is facing, such as preventing the emigration of young people.



AEON MALL Uki General Manager  
Ayumi Ide