



In FY2020, our business was also greatly affected by the spread of COVID-19. Under such circumstances, we have established the AEON Novel Coronavirus Prevention Protocol and implemented measures to prevent the spread of the Novel Coronavirus in order to provide "safety and security" to our customers, our employees and the regions where our stores are located in Japan and overseas. Besides our Company's own efforts, it is because of the full understanding and assistance from all parties involved in our business that we could successfully implement these measures. I would like to express my sincere gratitude to everyone involved.

As a core company of the AEON Group, our development and operation business is centered on commercial facilities, and as of the end of February 2021, we have established a total of 196 bases in Japan, China and the ASEAN region. On a global scale, COVID-19 has changed the rules of business, such as the structure of industry, and has had significant impacts on individuals' consumer activities and lifestyles. In addition, in the previous fiscal year, many regions also suffered from natural disasters such as torrential rains and earthquakes caused by the effects of climate change.

Under such circumstances, our Company has re-recognized the thoughts behind AEON's basic philosophy of "With customers as our starting point, pursue peace, respect for humanity, and contribute to the local society." At the same time, we are also determined to make unremitting efforts to regain peace in the region through business activities, and continue to pursue "safety and security" for the residents in the region. Moreover, in order to achieve "safety and security" and further value creation, we, with the strength of the whole company, are committed to creating "Happiness Malls" that provide support for

customers' healthy lives, and fulfillment of the heart and mind, where customers can get vitalized, break into smiles, and become healthy every time they come to the malls with their cherished families and friends. In this era full of uncertainty, what is needed is an organization that can sensitively capture the signs of social change and can take action from the starting point of "why" on the issues of "how to continuously create new values and customer values in the market," and "how to improve not only economic values but also social values." We are aiming at creating an organization in which every employee can think about "what they should do now" and take practical actions with "the Vision for our Company" As a starting point. This booklet summarizes a portion of the corporate activities committed to the Important Subjects (Materiality) needed to be solved that are set on the basis of the "Vision" for the Company together with the thoughts of employees. As you read this booklet, I hope you will continue to support and cooperate with us.



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