



SDGs Sustainable Development Goals

3 GOOD HEALTH AND WELL-BEING

11 SUSTAINABLE CITIES AND COMMUNITIES

Measures to contain the spread of COVID-19 (I)

In order to protect the safety and security of our customers and specialty store staff, we continue to carry out comprehensive infection prevention measures.

Initial response measures to the Novel Coronavirus

Because of the worldwide spread of COVID-19, we implemented measures to shorten business hours or temporarily suspend business in shopping malls in Japan, China and the ASEAN region. Following a declaration of state of emergency in Japan, we temporarily closed our specialty stores in shopping malls and urban shopping centers in 7 prefectures from April 8, 2020. From April 18, all 164 facilities nationwide were temporarily closed. With the phasing out of the state of emergency, we gradually resumed

our business from May 13. In view of the business restrictions caused by the pandemic, we have reduced or exempted the rent for all AEON MALL specialty stores throughout Japan for two months starting in March 2020. In August, we took measures including establishing the Novel Coronavirus Response Team as a specialized deployment, continuing to work on preventing the spread of infection in malls and within the Company.



Novel Coronavirus Response Team
Team leader
Yohei Fumiya

In August 2020, we established a special response team for the purpose of preventing the spread of COVID-19 and took measures such as keeping track of the number of infected persons and activities of positive patients in AEON shopping malls throughout Japan, and establishing rules and putting up warnings for preventing the spread of infection within malls. We believe that the Company's most crucial mission is to ensure that all people can feel secure coming to our malls, and we are trying to prevent the spread of infection by sharing information and policies throughout the whole AEON group. I would like to thank everyone for your cooperation so far. At the same time, we will continue to implement various measures in order to continue to ensure you peace of mind.

Measures to prevent the spread of infection within malls

In order to prevent our customers and shopping mall employees from getting infected, we have implemented various measures in accordance with the AEON Novel Coronavirus Prevention Protocol established in June 2020 to avoid closed spaces, crowds and close-contact situations, including prevention of droplet transmission and contact transmission within the facilities. Inside the malls, we have thoroughly taken careful measures in all places, such as strengthening ventilation to promote air circulation, placing hand sanitizers at all doorways, and ensuring that seats in eating/drinking spaces are separated to keep distance, etc. With the AEON MALL App, customers can monitor the crowding level of malls from their smartphones at home. In addition, in order to ensure that the specialty store staff can work with peace of mind, body temperature measurements are taken when they enter the mall to monitor their physical conditions. We are planning to provide facilities in AEON shopping malls throughout Japan to be used as COVID-19 vaccination sites from April 2021 to further contribute to the health of local residents. We will continue to make effort to provide everyone with maximum security.



今日も、皆さまの笑顔をお待ちしています。
あんぜん、あんしん、その先へ。

「あんしん」してお買物いただくための、イオンモールの取り組み

Turn the measures to prevent the spread of infection within malls into the "normal" from now on



Left: In the staff lounge, all seats are equipped with acrylic panels to prevent droplets transmission, and a large air purifier is placed for ventilation (AEON MALL Shinrifu South Building; Miyagi Prefecture)
Top right: strengthen air circulation with ventilation system Bottom right: prevent overcrowding in the mall with the visitor number counting system

Became the first commercial facility in Japan to pass the WELL Health-Safety Rating

AEON MALL Ageo (Saitama Prefecture), opened in December 2020, became the first commercial facility in Japan to pass the WELL Health-Safety Rating, which is a global evaluation standard for measures against Novel Coronavirus. WELL Health-Safety Rating is established by IWBI (The International WELL Building Institute) in June 2020 based on the knowledge of experts in fields like public health. It is an evaluation of facility management and operation in consideration of the health and safety of customers and employees during the COVID-19 pandemic, conducted by a third party certification institution according to global standards. In March 2021, AEON MALL Shinrifu (Miyagi Prefecture) also passed this evaluation.



Measures to contain the spread of COVID-19 (2)

We are committed to providing support for people who are facing various difficulties due to the COVID-19 pandemic, while improving our communication with customers in adaptation to the new lifestyles.



Propose new ways of communication to customers

Using digital technologies to pursue fun and convenience

■ Live commerce

Starting in March 2021, we have launched "LIVE SHOPPING" in about 80 shopping malls. Through video livestreaming, customers can enjoy shopping anytime and anywhere while communicating with specialty store staff. Combining reality with digital, we create opportunities for customers to become fans of specialty stores and the staff who work there.

■ Fun arithmetic lessons by Yoshimoto comedians

This is an event that was live-streamed simultaneously in three malls online using digital signage, featuring highly educated comedians who are also active in quiz shows to convey how arithmetic can be fun. While advance reservations was required to ensure that customers keep social distance, customers were able to enjoy the event through birthday-guessing games and so on.

■ Sports-promoting video release and offline activities

Our collaboration project with Mizuno Corporation for the purpose of improving people's enthusiasm for sports and realizing health support has been included in the publicly-recruited enterprise Sport in Life Promotion Project of 2020 by Japan Sports Agency. By holding sports try-out events and using the website and app to release video contents, we make it possible for our customers to enjoy the fun of sports not only when they come to the mall but also at home.



Make use of the spacious parking lot to provide entertainment activities while avoiding the three C's (closed spaces, crowds and close-contact situations)

In adaptation to the new lifestyles, we utilized the outdoor parking lot to hold "drive-in" events, which can be enjoyed in the car, avoiding direct contacts between customers. We held events like public viewing of J-League games, movies, and character shows at malls throughout Japan.



Use donations to support various groups

We provided support for those who are facing various issues due to the spread of COVID-19 through the fundraising activities carried out by AEON group. In National Children's Cafeteria Support Fundraising, we collected donations from stores of AEON group all over Japan to support the continuation of activities of groups committed to solving the health concerns and malnutrition

problems of children who are unable to get adequate meals due to family situations. In addition, we are supporting medical sites in regions under pressure in Kyoto, Osaka and other 4 prefectures in Kinki region through Fundraising for Supporting Health Care Workers for COVID-19.

Initial response measures to the outbreak of COVID-19 (Wuhan, China)



In Wuhan, China, transportation facilities stopped operation from January 23, 2020, and the city was locked down for about two and a half months. The three AEON shopping malls in Wuhan have also temporarily closed their specialty stores since January 24. To ensure lifelines like food and daily necessities for the public, only AEON general supermarkets remained open after January 24 at the request of the government. The three shopping malls previously closed were reopened on April 1 after safety was ensured.

The safety of customers and employees is our top priority

During the lockdown period of Wuhan, people were strictly restricted with regard to going outside. However, some of our employees applied to the government for permission to go out, and put lots of effort into disinfecting and cleaning shopping malls, ensuring supplies for pandemic prevention, checking the health status of all employees, and compiling a Pandemic Prevention Handbook. After the resumption of business, we have continued to implement these measures to prevent infection, and at the same time provided support for specialty stores that aim at revitalizing business. At AEON MALL Wuhan Jinqiao, which renovated the foodstuff zone and reopened in June 2020, thanks to careful and prudent preventive measures, we have won not only the trust of our customers but also the trust of specialty stores as a place where customers can enjoy shopping with peace of mind, so that they chose to open stores in our Company's malls. As a commercial facility where numerous customers gather, we consider ensuring safety to be more important than anything else. We will go on to utilize our experience in the face of the COVID-19 pandemic as a standard for dealing with emergencies in the future.



AEON MALL Wuhan Jinyintan
General Manager
Lu Yang