

Special Feature: Preventing Infectious Diseases

When operating major facilities for large numbers of visitors, nothing is more important than the safety and security of our customers.

We engage in company-wide efforts to combat not only COVID-19, but endemic diseases as well.

SDGs

Sustainable
Development
Goals



Ongoing Efforts to Fight Infectious Diseases

Our basic approach to preventing infectious disease is to go beyond temporary measures assuming that COVID-19 will eventually subside, but to take permanent measures assuming conditions will never return to “normal.” Based on the AEON COVID-19 Prevention Protocol established in June 2020, we will continue consistent and comprehensive measures against infectious diseases, implementing systems throughout the entirety of our entire facilities. These measures will include basic measures, from disinfection, social distance, and visualization to ease congestion, to other measures in connection with mall and backyard operations. We continue to review operations and evolve infection control measures, approaching these conditions as the “new normal.”



Joint Research with the Waseda University Faculty of Science and Engineering

Over a one-year period beginning April 2021, AEON MALL conducted joint research on infectious disease prevention measures in AEON MALL facilities together with the laboratory of Professor Shinichi Tanabe, Ph.D., Professor of Engineering at the Waseda University Faculty of Science and Engineering (specialist in building environment studies). By acquiring and

analyzing data from actual store operations, we evaluated the potential and effectiveness of the measures we adopted to reduce the risk of infectious diseases. In the course of this research, we also introduced new initiatives, including a new system that monitors CO₂ concentration to and ventilation conditions, visualizing the data for customer viewing.

Quantifying Effectiveness and Visualizing Peace of Mind

Quantifying the effectiveness of infection control measures taken in our facilities, Professor Tanabe offered his expert views, praising AEON MALL for the quick implementation of the AEON COVID-19 Prevention Protocol standards and for consistent air circulation throughout our malls. Based on the results of this research, we feel confident that we can continue to provide safety and security to our customers and employees at our facilities. When operating malls, ensuring the comfort of customers is as important as avoiding the risk of infection. We will continue to provide more multifaceted value through our spaces, including resilience and comfort, as well as consistent and comprehensive measures based on the results of our research.

Construction Planning Department **Shuhei Takahashi**



WELL Health-Safety Rating

AEON MALL Shinrifu (Miyagi Prefecture), AEON MALL Kawaguchi (Saitama Prefecture), and AEON MALL Hakusan (Ishikawa Prefecture), which all opened in FY2021, have acquired the WELL Health-Safety Rating, a global certification that evaluates buildings from a wellness perspective. This rating is a global standard conducted by a third-party verification organization to ensure facilities are managed and operated in consideration of the health and safety of visitors, employees, and others, particularly in terms of infection prevention.



Vaccination Centers

To protect the safety and security of local communities, AEON MALL works with local governments and medical institutions to provide AEON Halls (multipurpose halls), parking lots, and other facilities at approximately 30 malls in Japan as COVID-19 vaccination centers. Similar initiatives have been implemented overseas. Aeon Mall Binh Duong Canary (Vietnam) opened a large-scale vaccination site in July 2021 in consultation and collaboration with local disease prevention and control centers and medical institutions. Approximately 3,300 people working at factories and commercial facilities in the city were vaccinated at a rate of approximately 650 doses per day.



Overseas Mall Initiatives

★ Approximately 57,000 Vaccinations in AEON MALL Facilities (Vietnam)

In summer 2021, in cooperation with the national and local governments, we helped vaccinate an approximately 57,000 local residents at our mall in three phases. We ensured social distance in the midst of the large number of visitors who gathered every day, and worked closely with medical institutions to prepare for any illness that might occur after the vaccinations. Although it was our first time to try such a project, it was an opportunity to demonstrate to the community our value as a commercial facility that offers safety and quality.

General Manager, AEON MALL Binh Duong Canary **Nguyen Ai Dung**



🇰🇲 Successful Mall-Sponsored Live Commerce (Cambodia)

In December 2020, we launched the first-ever live commerce event in a commercial facility in Cambodia. This popular event, conducted approximately 40 times with 143 participating specialty stores, encourages customers to enjoy shopping, even when unable to visit the mall due to the COVID-19 pandemic. Rather than individual broadcasts by each specialty store, mall staff took the initiative to devise plans based on categories (gourmet food, make-up and fashion, etc.), which has attracted the interest of many more customers.

Assistant Manager, Marketing & Business Planning Department, AEON MALL Cambodia **Seng Sreythea**



🇮🇩 Contributing to the Community at Large (Indonesia)

In Indonesia, we put full infection control measures into place, including the use of a government-sponsored app. The AEON MALL facility offers free vaccines to anyone, and has donated 500 sets of protective clothing to local medical institutions. In addition, mall staff visited approximately 400 households near the mall affected by infectious diseases, providing the residents with one month's worth of food. In the future, we hope to secure living space within the mall building for individuals requiring quarantine due to infection or close contact.

General Manager, AEON MALL Jakarta Garden City **Sri Prayogio**

