



March 3, 2017  
AEON CO., LTD.

## **Aeon Co., Ltd. Receives ISO 22301 Certification**

Becomes the first domestic general retailer with the headquarters together with shopping centers to have its business continuity management system certified

Aeon Co., Ltd. (hereinafter, Aeon) received certification under the ISO 22301 international standard for business continuity management systems (BCMS) in February 2017 as the first domestic general retailer for its initiatives undertaken by the headquarters together with shopping centers.

ISO 22301 is a certification system implemented in 2012 providing an international standard for BCMS that establish measures to minimize the impact on business of a variety of risks including earthquakes, floods, typhoons and other natural disasters as well as system trouble, outbreaks of infectious diseases, power outages, and fires, and that address these risks efficiently and effectively.

Aeon Group has long been active in its efforts to ensure business continuity, regularly conducting large-scale disaster drills based on major earthquake or tsunami scenarios. The Group formulated the Aeon Group BCM Five-Year Plan in March 2016 and formed the Aeon BCM Project for disaster response, and to promote activities to maintain and improve continuity capability for critical businesses for the organization in cooperation with the Group companies and external partners, and has carried out various initiatives.

When the 2016 Kumamoto earthquake struck in April 2016, the Aeon Group utilized its product procurement capabilities and logistics network to respond immediately to requests for relief supplies from 11 groups, including Kumamoto Prefecture, Kumamoto City and other local governments as well as the Japan Ground Self-Defense Force and the Japanese Red Cross Society, promptly supplying about 5.3 million relief goods. The Group also assisted in transporting these goods to evacuation centers by, for instance, developing a system for collaborating and cooperating with outside partners such as Japan Airlines and the Japan Ground Self-Defense Force.

Moreover, in July 2016, Aeon has acquired the first resilience certification under “guidelines for the certification of organizations contributing to national resilience” formulated by Cabinet Secretariat.

Efforts such as these made by the Group as a whole were recognized as satisfying the certification criteria established for business continuity management systems under the ISO 22301 international standard. The Group received the certification as the first domestic general retailer for its initiatives undertaken by the headquarters together with shopping centers, with the registered scope of operation including the Group’s crisis management and operation and management of shopping center in Aeon Mall Makuhari New City, general merchandise store Business, and general facility management service.

Aeon will continue fulfilling its social responsibility as a lifeline to support people’s lives and communities in times of emergency while proactively promote initiatives towards business continuity as a corporate group with ever-lasting innovative spirit on the basis of the Aeon Basic Principles, “Pursuing peace, respecting humanity, and contributing to local communities, always with the customer's point view as its core”.

[Outline of certification]

Registered operator	AEON CO., LTD.
Registration number	JQA-BC0031
Certification standard	ISO 22301:2012 / JIS Q 22301:2013
Certification body	Japan Quality Assurance Organization (JQA)
Accreditation body	Japan Information Processing Development Corporation (JIPDEC)
Registration date	February 20, 2017
Scope of registered operation	Group's crisis management and the operation and management of shopping center of Aeon Mall Makuhari New City, general merchandise store business, and general facility management service <Related business facilities> Group General Affairs Department, AEON CO., LTD. Aeon Komaki Crisis Management Center Aeon Mall Makuhari New City operated by Aeon Mall Co., Ltd. Aeon Style Makuhari New City operated by Aeon Retail Co., Ltd. Makuhari New City No.1 Center operated by Aeon Delight Co., Ltd.

[Examples of initiatives]



Disaster drill conducted in collaboration with outside parties at AEON store facility (AEON Mall Makuhari New City)



Transport of relief supplies to disaster-hit locations in cooperation with Japan Airlines



Sales points set up the day after the earthquakes struck (AEON Kumamoto Store)