

March, 6 2020
Aeon Co., Ltd.

Measures Against the Spread of COVID-19

With the novel coronavirus (COVID-19) spreading across Japan, Aeon is increasing measures to prevent the further spread of the virus in line with guidance provided by the Ministry of Health, Labour and Welfare (MHLW) and the company's Novel Influenza Viruses Regulations (established in 2010). Placing first priority on the safety of our customers and employees, we will work harder than ever to ensure that customers feel at ease in our stores.

Measures in stores

- Installing hand sanitizers at the store entrance and in a number of indoor locations
- Cleaning store equipment and items exposed to the direct touch of customers by wiping with sanitizer and cloths a number of times per day. These include:
Shopping baskets, doorknobs, elevator buttons, escalator handrails, staircase handrails, toilet equipment, shopping carts (including carts with baby seats), and food court equipment (water servers and surrounding areas, tables, chairs, etc.)
- Keeping entrance doors partially open to ensure appropriate ventilation of indoor spaces
- Packaging all food products displayed at deli sections and bakeries
- Closing indoor smoking rooms (to eliminate closed small spaces, which is an infection risk factor)

Sanitizing store equipment and items



Measures for employees

- Implementing measures in line with the MHLW's guidance and the Novel Influenza Viruses Regulations, we ask individual employees to:
 - Wash their hands, gargle, and use hand sanitizer as appropriate;
 - Take their temperature and fill in the Health Check Sheet (which covers having a cough and other symptoms) each day. The Sheet is checked by their superiors to identify cases that require caution and ensure appropriate and timely management;
 - To stay home if a fever is present (temperature of 37.5°C or above). If a fever lasts for at least four days, seek consultation from designated medical institutions.
- Ensuring that employees who deal with customers face-to-face wear a face mask in stores located in regions where there is a higher risk of infection
- Introducing staggered commuting and teleworking, mainly for office personnel
- Using videoconference systems both for internal and external business meetings
- Postponing or cancelling large gatherings, events and meetings:
 - Postpone the group's joint new employee welcome and orientation sessions;
 - Cancel the TOPVALU Exhibition, etc.

Voluntary suspension of operations

- In order to prevent possible cluster infections, operations are being voluntarily suspended at some facilities with closed retail spaces, which constitutes a key measure promoted by the government.
 - Aeon Fantasy Co., Ltd. All facilities in Japan closed
 - Aeon Culture Co., Ltd. All facilities in Japan closed
 - Aeon Sports club All facilities in Japan closed
 - Aeon lounge All facilities in Japan closed
 - Aeon cinema Open at some facilities which offer only a limited portion of the seating capacity to allow sufficient space between seats.

Aeon will continue to make every possible effort to help people in the ongoing crisis, hoping that it will be over soon and everyone can return to a normal life as quickly as possible.