

January 14, 2021
Aeon Co., Ltd.

Launch of "Client Hotline" for TOPVALU products incorporating the grievance mechanism

Aeon has established the "Client Hotline" to receive consultation or reports from our clients and their employees, who are our important business partners.

The "Client Hotline" is a grievance mechanism that targets employees belonging to companies or organizations that are involved in the entire supply chain, from raw material to product/service delivery to customers, including raw material procurement, manufacturing, inventory management, delivery and sales of Aeon's brand TOPVALU.

In accordance with our policy of taking responsibility for the entire supply chain from raw material procurement and product development, Aeon established the Aeon Supplier Code of Conduct in 2003 to ask for cooperation from suppliers in addressing legal compliance, human rights issues such as responsible employment, and the environment.

While striving to identify and deal with issues through audits in cooperation with the suppliers of TOPVALU and TOPVALU Collection, we aim to work more proactively for the realization of the Aeon Supplier Code of Conduct and the Aeon Human Rights Policy throughout the entire supply chain by establishing the "Client Hotline."

The "Client Hotline" will be operated together with ASSC*¹, an NGO, to encourage the relevant parties to consult easily and to provide them with a reliable response.

Based on the basic principle of respecting humanity, Aeon is committed to maintaining a safe and secure supply chain as a whole, thereby providing customers with better products and services.

*1: The Global Alliance for Sustainable Supply Chain (ASSC) is an NGO that addresses supply chain issues in collaboration with companies.

○For more details, please refer to the following pages.

Client Hotline (English version coming soon)

<https://www.aeon.info/sustainability/contact/>

Aeon Supplier Code of Conduct

<https://www.aeon.info/en/sustainability/social/coc/>

Aeon Human Rights Policy

https://www.aeon.info/humanrights/index_en.html