



# AEON

## COVID-19

### Protocol for Infectious Disease Control

Published June 30, 2020

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## **1. Aims of the protocol**

Under AEON's fundamental principle of customers first and as a corporate citizen, AEON has, together with its regional customers, aimed at contributing to regional communities' development and improving lifestyle culture.

Amid the spread of COVID-19 infections, AEON will, together with its regional customers, implement this protocol in a continual manner, rather than as a temporary initiative. AEON will contribute to effectuating societies in which infectious disease control is a part of life; will protect the health and lifestyle of its customers and employees; and, together with customers, will protect the safe and secure lifestyles of regional communities.

AEON will implement infectious disease control measures by using scientifically-based advice and the latest knowledge from experts.

AEON will implement infectious disease control measures by working together as one with all of its employees.

AEON will stand together with customers in building an infectious disease control structure.

AEON will implement measures to reduce points of contact with customers by utilizing digital means and will make investments, such as changing to facilities that ensure social distancing.

These measures might inconvenience customers, but an infectious disease control structure cannot be effectuated without our customers' cooperation.

We therefore ask for your understanding and cooperation in these efforts.

## 2. AEON's Initiatives

### (1) Prevent the risk of being infected by an employee

- ① Employees will monitor their health before coming to work each day.  
Employees with symptoms such as a fever, a sore throat, coughing, or diarrhea will not come to work.
- ② Employees must be sure to wear a mask from the time when they arrive at work until they leave work/return home.
- ③ Employees will, as necessary, wash their hands and disinfect their hands and fingers.

### (2) Prevent droplet-infection and contact-infection risks within facilities

#### ① Ventilation within facilities

In many AEON facilities, a forced ventilation system that is separate from the air conditioning is installed, and at least twice each hour, air within facilities is exchanged with outside air.

The ventilation capacity is displayed at the entrance of each facility, so please check it.

Incidentally, in some small-scale stores that do not have a forced ventilation system, the entrance/exit is kept open.

#### ② Restrict entry to the store when it is congested

Based on social distancing, the standard surface area per person is 4m<sup>2</sup>, and we have determined the maximum number of customers that are permitted to enter for each facility. Depending on the circumstances, the number of people able to enter will be restricted.

#### ③ Separate entrances and exits will be established such that customers do not mix.

#### ④ Alcohol-based disinfectant will be provided in order for customers to, as necessary, disinfect their hands and fingers.

#### ⑤ The manner in which items are sold will be changed, as necessary.

We will stop selling bread and delicatessen dishes separately, will stop selling items without packaging, and will not use tongs.

#### ⑥ At service/cash-register counters, droplet prevention acrylic glass or vinyl sheets will be installed.

#### ⑦ Droplet prevention acrylic glass at food products cash registers will be installed.

#### ⑧ Priority cash registers will be established.

We will provide an environment in which elderly people, pregnant women, and people with disabilities are able to shop in as short a time as possible.

#### ⑨ In places where customers must wait in line, such as when waiting at the cash register, marks (i.e., footprint marks) will be placed to ensure social distancing takes place, with 2 meters of space between people.

#### ⑩ Elevators will be made available for a maximum of four people at one time, the

segmenting will be indicated, and footprint marks will be placed.

- ⑪ Use of the kid's corner play areas, touch & try, and the like will be suspended.
- ⑫ We have removed, or restricted the use of, benches for resting and chairs in gathering spaces.
- ⑬ Food courts and eat-in areas  
To ensure social distancing of 2 meters, we have reduced the number of seats and arranged the seats such that they are facing in the same direction akin to a school or arranged the seats such that, when they face each other, there is a space on the opposite side of any given seat.  
Incidentally, if a family is living together, the family is able to use one table.
- ⑭ Restrooms and places for washing hands (i.e., sinks)  
We have suspended the use of hand dryers.  
We are promoting the introduction of automated sinks (such that it is not necessary to touch the taps).  
We are providing liquid soap such that hands can be washed correctly.  
To ensure distancing within facilities, the use of some restrooms and places for washing hands has been restricted.
- ⑮ Use of smoking rooms has been suspended.

(3) Prevent contact infections by removing germs through disinfecting.

- ① We carry out cleaning by wiping in the manners stated below.

◆For each place where cleaning by wiping is carried out: Cleaning fluid used and cleaning frequency

Place Cleaned	Alcohol Wipe	Surfactant Wipe	Frequency of Cleaning
Handle on basket/trolley	Yes	Yes	Each time
Escalator handrail	Yes	Yes	Hourly
Elevator button	Yes	Yes	Hourly
Staircase handrail	Yes	Yes	2x/day
Handle of display case for frozen food products	Yes	Yes	Hourly
Self-service cash register's acrylic glass	No	Yes*1	3x/day
Stand for bagging up shopping	Yes	Yes	4x/day
Handle on dry ice/ice maker	Yes	Yes	3x/day
WAON station touch panel	No	Yes*1	2x/day
ATM touch panel	No	Yes*1	1x/day

Vending machine buttons	No	Yes*1	2x/day
Customer locker handle	Yes	Yes	2x/day
Trash can opening	Yes	Yes	3x/day
Chairs; benches; sofas; armrests; seats	Yes	Yes	3x/day
Capsule-toy vending machine button	Yes	Yes	2x/day
Hole for inserting into recycle box	Yes	Yes	3x/day
Removal hole in umbrella sheath box	Yes	Yes	3x/day
Parking lot ticket machine button	No	Yes	1x/day
Parking lot payment machine button	Yes	Yes	3x/day
EV station charging opening	Yes	Yes	1x/day

\*1: For cleaning liquid crystal displays on ATMs, etc., a neutral detergent is used.

(The neutral detergent is used after diluting it, and, in most cases, it is necessary to wipe twice.)

### **3. Requests to customers to cooperate in infection-prevention measures**

- (1). Please disinfect your hands and fingers and measure your temperature at the entrance.  
If you are feeling unwell, please refrain from visiting the store.
- (2). Please wear a mask when visiting the store.
- (3). When using an escalator or an elevator or when lining up for a cash register, please ensure that you maintain a certain amount of distance from people around you.
- (4). Please cooperate with restrictions on entering the store when the store is congested.
- (5). We recommend using electronic payment or a self-service cash register when checking out.
- (6). Please wash your hands, as necessary, in restrooms and other places for washing hands (i.e., sinks).

\*This protocol will be revised as necessary, and, for the time being, it will be valid until the end of December 2020.

## Reference

### What is COVID-19?

- There is no vaccination or other way of definitely protecting against COVID-19, so measures to prevent exposure are the best infection prevention measures.
- COVID-19 mainly infects a person through droplets from one person's nose or mouth infecting another person. There are occasions in which a person is indirectly infected after touching their own mucous membrane with their hand after it has come into contact with a surface that has the nasal mucus or saliva of an infected person on it. When compared to the risk of droplet infections and contact infections, it is thought that infection risk through food products can be ignored. It has been reported that the possibility of infection is much lower than measles (with which people are infected via air infection) and rubella and mumps (with which people are infected via droplet infection) and that it is at the same level as that of influenza.
- Currently, a vaccine and special treatments for COVID-19 are being developed, so symptomatic treatments tailored to the patient's symptoms are being provided. The number of people who have almost no symptoms is not low, but it is being reported that when an elderly person or a person with a chronic illness develops symptoms, the risk of those symptoms becoming serious is high compared to other people.
- As of now (June 23, 2020), it has been reported that over nine million people have been infected and that over 470,000 have died globally, and infections in countries and regions around the globe are spreading.

### Process and Symptoms

- It is said that the incubation period (i.e., the time it takes for symptoms to begin to show after the virus has entered the body) is 2–12.5 days (in many cases, it is around five days). From two days before the symptoms appear, the infected person has the capacity to infect other people around him or her.
- It is thought that the people who are infected but have absolutely no symptoms and the people who have merely light symptoms after being infected make up around 40% of all people infected.
- Some common symptoms are fever, coughing, strong physical weariness (i.e., bodily lethargy), an abnormal sense of taste, and diarrhea. These symptoms are similar to those of the common cold, but, in the case of COVID-19, the symptoms tend to last a long time. Most people will not require any special medical treatments and their symptoms will naturally go away. People who develop a serious illness and are diagnosed as having pneumonia will have breathing difficulties and hospital treatment will be required. In particular, if symptoms arise in an elderly person or a person with an underlying illness, the symptoms tend to become serious.

### How do Infections Occur?

◇ What is droplet infection? (Infection through coughing, sneezing, or talking)

A droplet infection is an infection that occurs when a droplet containing the virus, such as in an infected person's cough, sneeze, spit, nasal mucus, or the like, is taken in through the mouth or the nose of another person.

◇ What is contact infection? (Infection through touching something with one's hand)

A contact infection is an infection that occurs when the virus enters the body through a mucous

membrane due to a person touching his or her nose, mouth, or eye with a hand that has touched a doorknob, switch, handrail, or the like or a nearby object or place with the virus on it.

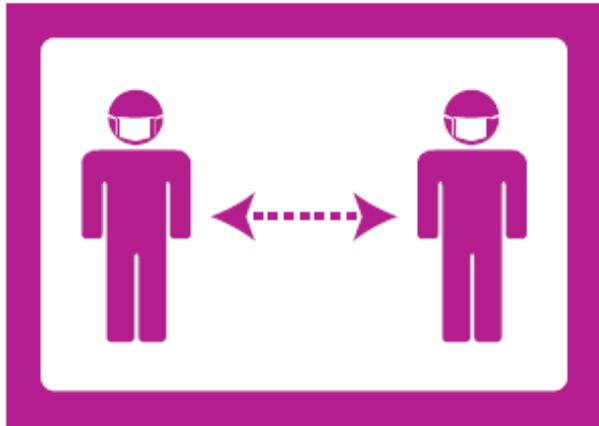
◇ How long can the virus live outside of the human body?

A virus contained in droplets released into the air can live for only a few hours (it reduces by half every one to two hours). When the virus is on a surface, it has been reported that it will die in a few hours in the case of cardboard or tissue paper, but in the case of paper money and glass surfaces, the virus will live for four days and will live for seven days on a stainless steel or plastic surface or on a surgical mask's surface. Generally speaking, we know that the virus is quickly destroyed in hot and dry environments and will tend to live longer in cold and humid environments. If carefully washed with soapy water or if a 70% alcohol (ethanol) application is used, the virus will be efficiently destroyed. If a surface is dirty, the alcohol's effect will be reduced. Medical-use masks are required to be thrown away after use, and cotton masks need to be washed every day.



## AEON Standardized Pictograms

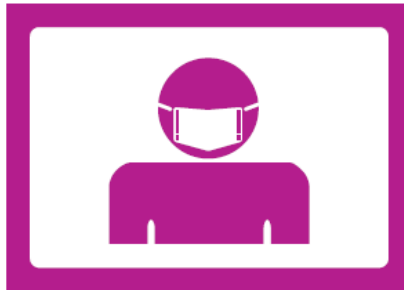
□Common: Maintain distance



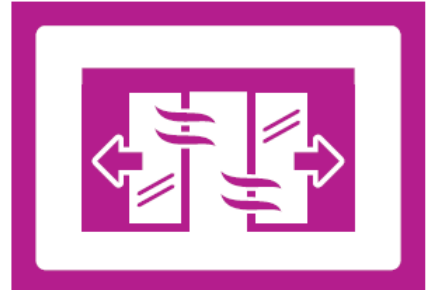
□Entrance/exit and vestibules  
(Disinfect hands and fingers)



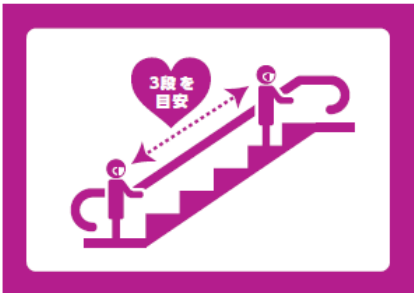
(Wear a mask)



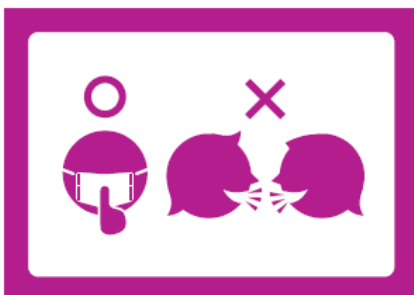
(Entrance/exit ventilation)



□Escalator  
(Aim for 3 steps)



(Limit talking)



(If in poor health, please refrain from visiting the store.)

