

# How to use Hotline

## (For employee)

Issued in February 2021



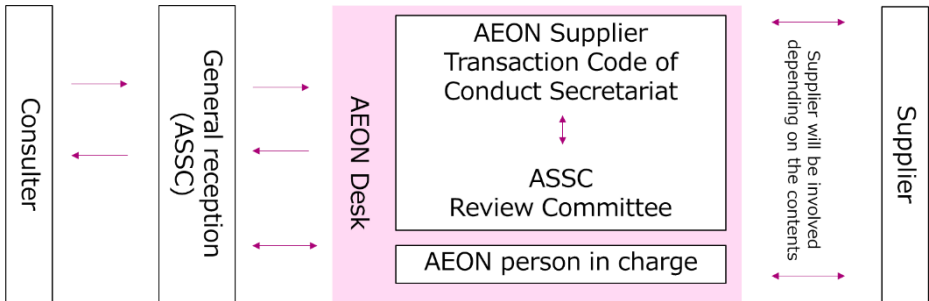
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## Introduction: What is Supplier Hotline?

Aeon's "Supplier Hotline" is a consulting service desk that can be used in confidence by anyone working in AEON's supply chain. Your input will help improve employment situations and workplace labor environment

### Process Flow of the Supplier Hotline



Consultations will be received by ASSC, which is your General Hotline Contact. While discussing with you about the content and the scope of information to be shared, ASSC may, depending on the case, coordinate it with AEON (and the organization you belong to, if necessary).

\*ASSC is a specialized organization for human rights and labor that works with companies to solve problems in their supply chains. As a third-party organization (having no direct relationship with the company the consultor works for), ASSC will not communicate the contents of the consultation to the company or externally without the consent of the consultor.

The Supplier Hotline is available to all those in the entire process of TOPVALU supply chain, such as raw material producers, primary processing, secondary processing, product processing, and sales.



Any behavior or case that deviate from those described in "AEON Human Rights Policy" and "AEON Supplier Code of Conduct" in which they may include issues such as product safety, issues related to business transactions and issues of the working environment including human rights and labor.

Please refer to the AEON Supplier Code of Conduct in the link below.

URL : [https://www.aeon.info/sustainability/social/coc/coc\\_download/](https://www.aeon.info/sustainability/social/coc/coc_download/)



QR Code

### How to use the consulting service

#### A) Consult from the Web from

Please complete the consultation form in "Supplier Hotline" page on AEON website.

QR Code



General Reception

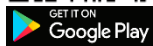
URL : <https://www.aeon.info/sustainability/contact/>

#### B) Consult from the smart phone app Genba-Wise



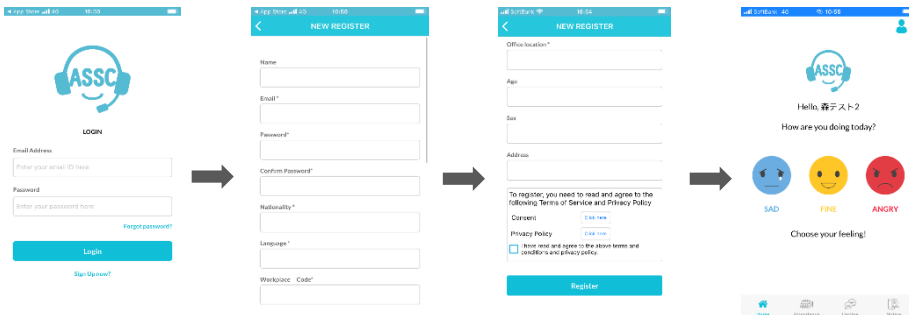
##### Step 1: Download the Application

Download the application by having your smartphone camera read in the QR code on the right.



## STEP 2: Initial Sign Up

After tapping “Sign Up Now?”, fill in the necessary fields, review the Consent and the Privacy Policy and then tap on “Sign Up Now?” button. After the initial sign up, the screen to enter your mood for the day appears.

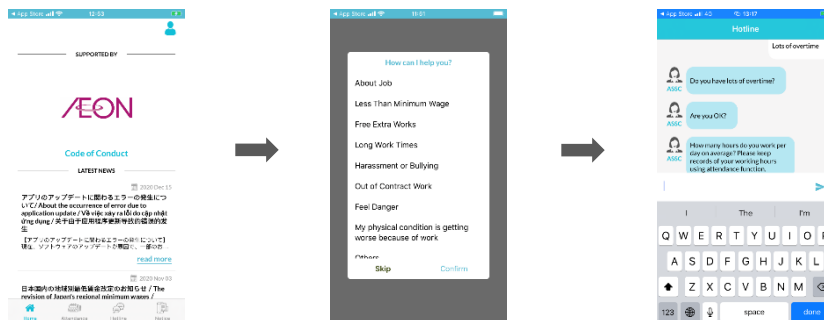


- \* The language cannot be changed once set.
- \* Please enter the Workplace Code that has been given to you.

## STEP 3: Consultation

From the home screen, select "Hotline," after which you select the item you want to consult about, and then press "Confirm."

When the chat screen appears, please begin consulting about your issues or concerns.



### C) Consult by phone (Exclusively for Japan)

0120-916-429 (toll-free, weekdays 9:00-17:00 (JST), excluding New Year's and other holidays)  
Available in Japanese, English, Chinese, Vietnamese, Thai, Cambodian, Tagalog and Burmese.

## Consent and Privacy Policy

Names and personally identifiable information that you provide shall be given to us on a voluntary basis. Furthermore, depending on the nature of the consultation, the general reception (ASSC) may ask for further information to handle the case. Please note that the provision of information for this will also be voluntary. ASSC will not disclose any personal information to external parties.

The Consent and Privacy Policies for the Hotline can be reviewed by accessing the URL or QR code below.

### Consent

URL : <https://www.aeon.info/en/wp-content/uploads/2021/01/terms.pdf>

QR code



### Privacy Policy

URL : <https://www.aeon.info/en/wp-content/uploads/2021/01/privacy.pdf>

QR code



## **Workplace Code**

Please fill in your Workplace Code in the box below.

Besides the initial sign up for the Genba-Wise app, the Workplace Code is also an important number in order for the consulting to be accepted. Please note down the Workplace Code into this handbook that is on the factory poster.

## **Publisher/Inquiries**

General reception for AEON Supplier Hotline (ASSC)  
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