

How to use Hotline (For Supplier)

Issued in February 2021



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Introduction

AEON has set up “the Supplier Hotline” to receive consultations related to the employment and/or work environment issues from our suppliers and their employees, who are our important partners.

This hotline is available for all those in the supply chain of AEON’s private brand “TOPVALU.”

If you don’t have a mechanism for employees to consult with a third party, you can utilize this hotline as a consulting service desk for your employees to solve problems before they become serious. The purpose of this hotline is not to give you penalty for a consultation, but to help you to maintain healthy working environment by taking initiative to make improvements.

How to use

STEP1 Understanding overview of the hotline

Please refer to this guidebook or the video “How to use Hotline (for Supplier)”. Please also make known to relevant departments within the company.

STEP2 Notification to your employees

Please explain the following points to your employees.

(1) Purpose of “Supplier Hotline” and how to use it

※Please use the materials and movies for “How to use (For employee)” in the following URL. (<https://www.aeon.info/sustainability/contact/resources/>)

(2) Putting up a poster

Please download the poster for your workplace from the above URL. Post it in a place where employees can see it, such as workshop or cafeteria. The poster should be written in the language that your employee can understand.

Please enter your individual workplace code, which will be sent separately, in the designated field in the poster.

* If you do not know your workplace code, please contact the general reception at the end of this document.

(3) Important notice

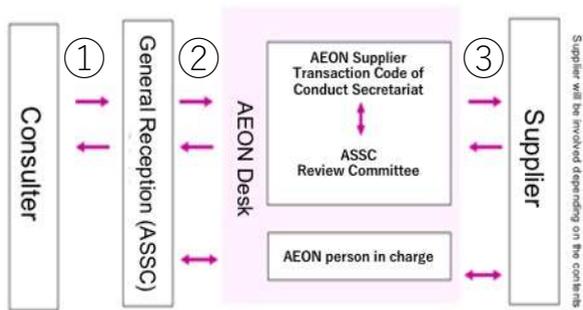
Please make sure and express your commitment that your company won’t make a statement or rules that put pressure on users. Never retaliate against consulters. AEON declares the policy to comply with the AEON Supplier Code of Conduct and to have no tolerance for punishment or retaliation against consulters.

STEP3 Notification to your suppliers in TOPVALU supply chain

Please notify and encourage your suppliers in TOPVALU supply chain to use “Supplier Hotline”.

You can share all the explanation materials with your suppliers. Please also provide them your workplace code to use.

Flow of “Supplier Hotline”



- ① Consulter will contact ASSC*, a third-party organization, for their consultation.
- ② While discussing with the consulter, ASSC will share the case with AEON desk and request confirmation and improvement.
- ③ Basically, the company that the consulter belongs to will take initiative to solve the problem, but depending on the subject, ASSC, AEON, or other third-party organization may take a key role to protect the consulter.

* ASSC is a specialized organization for human rights and labor that works with companies to solve problems in their supply chains.

Consultation contents

Any behavior or case that deviate from “AEON Human Rights Policy” or “AEON Supplier Code of Conduct” are the subject of consultation. For example, they are product safety issues, business transaction issues, and working environment issues, including human rights and labor.

For the detail of “AEON Supplier Code of Conduct,” please refer to the following link:

https://www.aeon.info/sustainability/social/coc/coc_download/



QR code

Who can use the Hotline?

This hotline is available to all those in the entire process of TOPVALU supply chain, such as raw material producer, primary processing, secondary processing, distribution, and sales.

How to use the consulting service

You can use consulting service by web form, smartphone app, email, and phone.

(1) Web form

You can access to the form in “Supplier Hotline” page on AEON website

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



(2) Smartphone app “Genba-Wise”

You can download the app and register as a user, then you can send your consultation in a chat on the hotline page.



*For details, please refer to the instruction of the app in the following URL.

https://www.aeon.info/en/wp-content/uploads/2021/01/procedure_manual.pdf



(3) Email

Please contact: voice_aeon@g-assc.org

(4) Phone (only in Japan)

Toll-free 0120-916-429

“Supplier Hotline” is available as follows:

[Business hours] Receiving 24 hours, responding on weekdays 9-17 (except New Year holidays and other holidays)

[Language] As of Feb. 2021, Japanese, English, Chinese, Vietnamese, Thai, Khmer, Burmese, Tagalog

[Workplace code] The workplace code is set for each workplace and is used to identify which workplace the employee belongs to. The code is important because it is required when employees consult by email or pre-register with the app.

Consent and Privacy policy

Provision of consuler’s name and other personally identifiable information is voluntary, but depending on the content of the consultation, the general reception (ASSC) may ask the consuler for necessary information to handle the case. In such cases, information provision is also voluntary. AEON and ASSC will maintain confidentiality of personal information.

You can access the “Consent” and “Privacy policy” for the hotline from the URLs 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



Publisher / Inquiries

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Phone : 0120-916-429 | email : voice_aeon@g-assc.org