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AEON DELIGHT CO., LTD.

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**Reinforcing Disaster Resilience to Prepare for Large-scale, Wide-area Disasters
AEON DELIGHT New Headquarters is Assigned
the Backup Function of a Crisis Management Center**

AEON DELIGHT Co., Ltd. (Headquarters: Osaka City, Kazumasa Hamada, President & CEO and Group CEO; hereinafter “the Company”) has assigned a backup function of the crisis management center to the new headquarters (Chiyoda Ward, Tokyo), which will start operations on September 1, 2021. This is to prepare for natural disasters that can occur at any time and place and large-scale and wide-area earthquakes that are expected to occur in the future, such as the earthquake striking the Tokyo metropolitan area and the Nankai Trough earthquake.

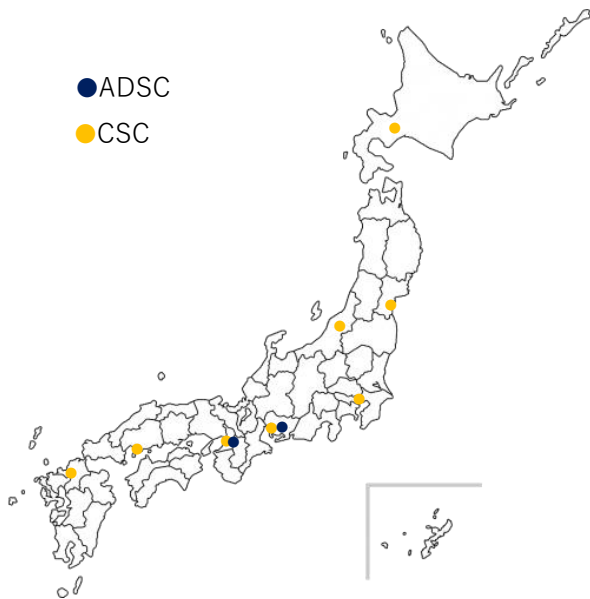
The Company up until now has designated the AD Solution Center (hereinafter “ADSC”) to play a central role as the disaster prevention base in the event of a disaster, and there are two ADSCs, in Osaka City and Komaki City (Aichi Prefecture). In preparation for risks due to a disaster, the ADSC regularly collects and analyzes disaster information, while remotely monitoring for abnormalities at the facilities under management. Through responsive action carried out as an organization with the ADSC serving as the information collection team in the event of a disaster, the Company has supported the customer’s crisis management during various natural disasters in the past to minimize the damage and work toward early recovery of facilities, including efforts to recover disaster-affected equipment, dispatch support personnel, coordinate with relevant ministries and agencies, and procure disaster response equipment/supplies.

Furthermore, the Company has accumulated knowhow from experience in dealing with disaster response in the past to develop manuals according to the type of disaster such as earthquake or flood, and they are updated regularly. In addition, the Skill Contest held annually since FY2019 focuses on initiatives to improve the skills of facility managers who work at the forefront of the recovery work in a disaster situation.

The Company, as a result of the relocation of its headquarters and with the aim to further strengthen disaster resilience, has assigned a backup function of the ADSC to the Customer Support Center* (hereinafter “CSC”) of Kanto Regional Office, which is based at the new headquarters. Three locations, Tokyo, which is frequently set up as an emergency response headquarters, in addition to Osaka and Komaki will share systems and data, and putting in place a backup system for crisis management functions will establish a structure to ensure resilience even in the case of a large-scale and wide-area disaster. In the event of a disaster, the eight CSC sites around the country close to the disaster area will quickly gather information, and through coordination with ADSC or the backup site, use onsite expertise in disaster response to work toward early recovery of facilities.

*Customer Support Center (CSC)

Established at the eight regional offices in Japan to remotely control multiple facilities within each area, while assuming the function to aggregate customer information and requests in each region.



Kanto Regional Office CSC is assigned the backup function of the crisis management center ADSC. In the event of a disaster, disaster prevention bases supported by 3 bases will enable quick response through coordination with CSCs located around the country.



(Photo top left) Kanto Regional Office CSC assigned with the backup function of ADSC.
(Photo top right) ADSC Osaka
(Photo bottom left) ADSC Komaki

Since the Great East Japan Earthquake, AEON Group has carried out disaster prevention measures in various parts of Japan including disaster-affected areas based on its Business Continuity Plan (BCP). In the meantime, the importance of Business Continuity Management (BCM) that manages the implementation of BCP has increased due to diversification in the types of possible risks, such as more natural disasters including earthquakes and torrential rain caused by abnormal weather, besides terrorist incidents and explosion accidents. In response to this situation, AEON Group is promoting BCM with focus on five areas, “Information infrastructure upgrades,” “Improved measures for facility safety and security,” “Enhanced supply chains for products and logistics,” “Training and drills to improve business continuity,” and “Greater, more systematic collaboration with external organizations,” and has established the PDCA cycle starting with BCP at an early stage. Of the five focus areas for BCM, the Company is mainly responsible for “Improved measures for facility safety and security.”

The Company, based on the management principle, “We pursue the creation of ‘environmental value’ for our customers and for the local communities,” will continue working to evolve the “safety and security” that it offers and support people’s lives and lifestyles through facility management.

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