

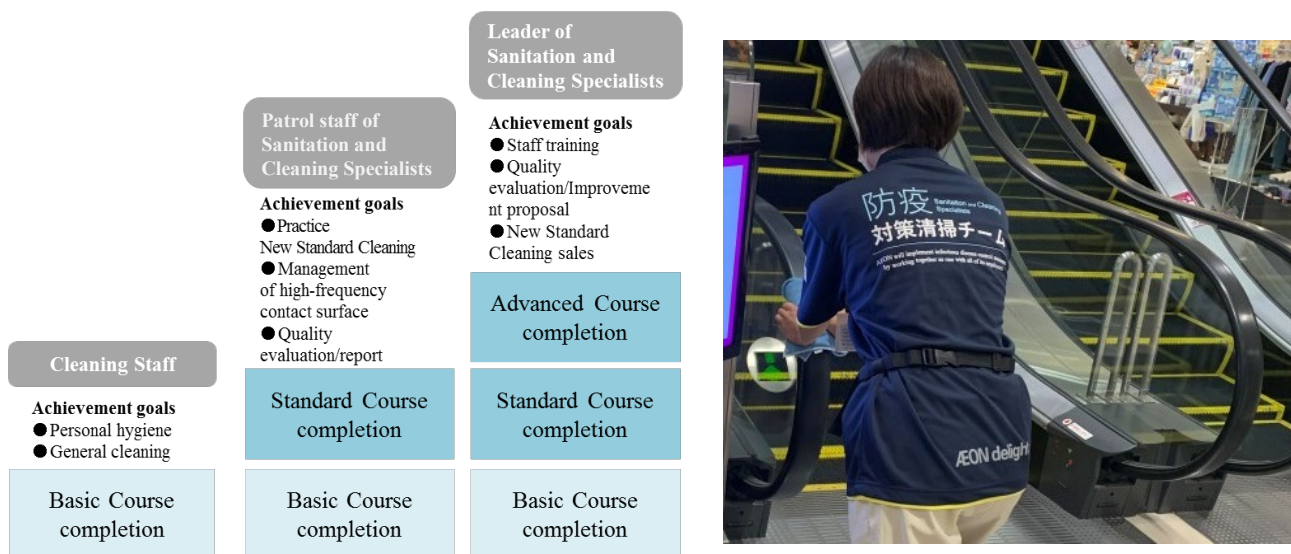
December 1, 2020
 AEON DELIGHT CO., LTD.
 (9787 TSE1)

“New Standard Cleaning” Incorporating Infection Control Measures
More than 1,000 Experts Trained in Infection Control Cleaning

AEON DELIGHT CO., LTD. (Headquarters: Osaka City; Kazumasa Hamada, President & CEO and Group CEO; hereinafter referred to as “AEON delight”) has developed New Standard Cleaning*1 that incorporates infection control measures, and has been expanding the provision of related services since September 2020. At the same time, AEON delight has promoted an original training program to foster experts in infection control cleaning who will be responsible for practicing New Standard Cleaning. As of November 30, 2020, a total of 1,100 staff members, including those of affiliated companies providing services throughout Japan, have completed the program’s Standard Course to acquire knowledge and techniques on managing high-frequency contact surfaces and carrying out quality evaluations that are important in ensuring infection control.

*1 For details on New Standard Cleaning, please refer to page 3 (Reference) of this press release.

【Training Program for New Standard Cleaning】



The program for the Advanced Course is current under development.

The standards related to “safety and security” required of facilities are changing due to the spread of the novel coronavirus (COVID-19) infection. In light of this situation, in order to provide services that exceed the required standards, AEON delight has developed New Standard Cleaning (hereinafter referred to as “NSC”) as a new cleaning service that incorporates infection control measures. In providing NSC, it is not only necessary for the cleaning staff to ensure self-preventive measures, but also acquire proper knowledge and procedures to prevent infection. To this end, AEON delight has created an original training program based on information accumulated through its original hygiene control service*2 provided to hospitals in the past along with the latest research trends in infection control science. The Sanitation and Cleaning Specialists comprised of “clean crews” (name for cleaning staff at AEON delight) who have completed specialized training shall conduct cleaning work that properly manages materials and complies with manuals.

The program is divided into three courses in accordance with the service details, and 1,100 staff members have completed the Standard Course to date, and they will be responsible for practicing NSC.

*2 Hygiene control service: Cleaning services incorporating infection control for hospitals that began in FY2014.

【Three training courses according to service details】

(1) Basic Course

This course teaches self-preventive measures and basic work and infection control measures required to implement NSC.

(2) Standard Course

This course trains personnel in managing high-frequency contact surfaces and carrying out quality evaluations.

Those who complete the course are qualified to conduct infection control cleaning work. The workers wear a special Sanitation and Cleaning Specialists uniform in accordance with the client’s needs.

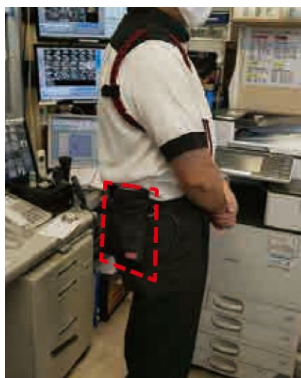
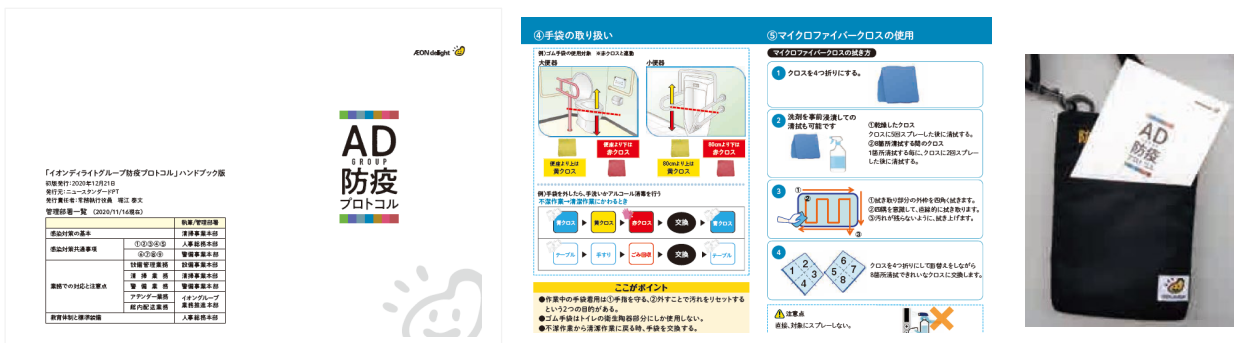
(3) Advanced Course (currently under development)

This course trains personnel to become capable of conducting quality evaluations, staff training, and improvement proposals. The trained personnel have detailed knowledge of infection control and can serve as leaders of the Sanitation and Cleaning Specialists.

【Employee pocket handbook and infection control kit】

An A6-size handbook was made, highlighting important points from the “ADG Protocol for Infectious Disease Control,” which compiles action guidelines and proper operational procedures for the AEON delight Group related to infection prevention measures. The handbook is carried in an infection control kit (pouch) together with other essential items for disease control.

*The handbook and infection control kit are scheduled for distribution starting in mid-December.



Items in the Pouch
● Portable alcohol spray
● Spare mask (placed in a plastic bag if not packaged)
● Alcohol wipes (disinfectant wet nap)
● Disposable gloves
● Plastic bags
● AEON delight Group Protocol for Infectious Disease Control (handbook)

As a facility management company with the Management Principle, “We will continue to create ‘environmental value’ of clients and local communities,” AEON delight will continue to propose this service based on the “AEON COVID-19 Protocol for Infectious Disease Control” established by AEON on June 30, 2020, as the new standard for cleaning. AEON delight will realize a society where disease control is a part of life by implementing not provisional but continuous infection control measures, protect the health and lives of our customers and employees, and provide a safe and secure facility environment to the local communities.

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(Reference) From “Launch of services with new cleaning standards for the ‘With Corona’ era” dated Aug. 31, 2020

【Overview of New Standard Cleaning】

	Conventional cleaning	New Standard Cleaning
Concepts	●Maintain/improve aesthetic appearance	●Maintain/improve hygiene
Focus cleaning areas	●Flat surfaces in the facility (floor, glass surfaces, etc.)	●Areas with high hygiene risk (high-frequency contact surfaces, where water is used, etc.)
Skills required of the staff	●Cleaning techniques	●Basic knowledge on infection control
Equipment	●Highly effective in removing stains	●Removal of microorganisms ●Manageable in terms of hygiene
Cleaning agents	●High washability and rinsability	●Effective in inactivating microorganisms (with clear evidence)

① Specification changes from emphasizing planar views to elevational views

Cleaning will change from the conventional flat surface cleaning for maintaining aesthetic appearance to elevation surface cleaning for maintaining and improving hygiene based on scientific evidence.

Infection control for high-frequency contact surfaces

Infection control measures will be strengthened for high-frequency contact surfaces (doorknobs, escalator handrails, elevator buttons, customer’s fixtures such as sofas installed in store passages, etc.) that users (facility customers and store employees) touch frequently with their hands. The surfaces are wiped using detergent with efficacy confirmed against COVID-19 and microfiber cloths (compared to conventional cotton dust cloths, more effectively removes not only dirt but also bacteria by trapping contaminants into the fibers).

② Visualization of preventive cleaning with the Sanitation and Cleaning Specialists

The work shall be carried out by the Sanitation and Cleaning Specialists comprised of clean crews who have completed a prescribed training program through e-Learning and have acquired specialized knowledge on infection control measures.



③ Quantifying quality through monitoring

In order to make ‘visible’ the cleanliness level of cleaning areas that are not perceptible to the human eye, cleanliness is monitored using “ATP (adenosine triphosphate) testing*3” technology that expresses the total amount of organic substances in numbers. A test is conducted immediately after cleaning, and if the results do not meet a certain standard, improvements are made by reviewing work methods and training.



Because organic substances and other contaminants adhere differently depending on what material an object is made of, the quality of new cleaning specifications will be quantified, and based on these grounds the cleaning frequency shall be set for different objects. This will lead to providing a facility environment with higher quality.

*3 ATP (adenosine triphosphate) testing: The test combines ATP contained within the cells of all organisms with enzymes, etc. and measures the amount of light produced (Relative Light Unit; RLU) through the reaction. A higher RLU value indicates more stains.