

Ensuring Convenience for Our Customers During The COVID-19 Pandemic

As a result of the spread of COVID-19, customers are more concerned about their safety. With the objective of facilitating and protecting the health of customers, the Company has implemented new purchase channels and delivery methods as follows:



In addition, the food retail business group is the only business that can be opened during the government's lockdown. Therefore, additional measures were needed to facilitate customer experience as follows: Priority checkout for customers who are at high risk of contracting diseases, such as the elderly, pregnant women and the disabled. UV sterilization robots were used during off hours. An emergency response plan was put in place in case of encountering an infected person. For the fashion retail businesses, including Central Department Store and Robinson, there are additional sanitization measures and Personal Shopper service via telephone to introduce product information, recommend best selling products and various promotions.

