

OYADO EITARO INFORMATION ON SAFETY MEASURES FOR THE PREVENTION OF NOVEL CORONAVIRUS INFECTIONS

Oyado Eitaro. Deeply values your ongoing support and cooperation at this unusual time.

Allow us to express our sincerest sympathy to all those affected by the novel coronavirus. Measures to assure the health and safety of our patrons, guests and employees remain our very highest priority.

Please be advised we are continuing the following precautions so our patrons can use our services and facilities safely and without undue risk. We apologize for any inconvenience.

MAIN PREVENTATIVE INITIATIVES AT OYADO EITARO PUBLIC SPACE

1. Implementation of body temperature measurement

A thermography is installed at the entrance of our inn to measure your physical temperature.

We sincerely apologize for those who have a fever above 37.5° C (99.5°F) or who are not feeling well, but please refrain from entering the building.

*The standard of 37.5° C is based on national administrative guidelines.

2. Alcohol disinfectants

We are increasing the availability of alcohol disinfectant solutions in the lobby and restrooms on each floor of the property, in order to make the environmental safety precautions easier for patrons, visitors and staff to use. Thank you for your cooperation through conscientious usage.

3. Strengthening regular disinfection

Alcohol disinfection is carried out continuously on areas which are often touched by the public and

others, such as door knobs, doors, stair handrails, toilet doors, etc.

4. Mandatory wearing of masks and face guards for employees

In consideration of the health and safety of our patrons and the general public, our personnel providing guest services and related staff are obliged to wear masks during their hours of hospitality service and when commuting to and from our inn. As needed, certain staff also wear face guards when attending to guests and customers.

5. Installation of protective acrylic boards

For the purpose of preventing splash and other air-transmitted infection routes, we have installed partitions with protective acrylic boards at the front desk counter.

SALES SPACE

1. Accommodations

- Upon arrival and check-in, guests will be asked to answer a questionnaire confirming the condition of their health and about points of transit prior to arrival at our inn.
- Alcohol disinfection precautions are undertaken continuously in all areas that are frequently touched throughout the premises.

Guest Room Areas and Interiors: Door handles, switches, tables, wastepaper baskets, air conditioning operation panels, clothes hangers, television remote control devices, safes, telephones, etc.

Bathrooms: Handles, handrails, shower and faucet fixtures, wastepaper baskets, toilet operation panels, toilet seats, toilet paper holders, hair dryers, and various additional amenities and fittings, etc.

2. Restaurants

- Table and seating layout has been rearranged to provide sufficient distance between other guests at other tables.

3. When Settling your Bills

To minimize virus transmission possibilities, a tray to hold cash or credit cards will be used during payment procedures.

* In addition, if a patron or guest reports that he/she is not feeling well, we will provide contact information to the Takayama Health and Welfare Office (Health Center). We ask that in such instances patrons contact us directly and act according to the instructions of the public health center.

PREPAUTIONS FOR EMPLOYEES

1. Mandatory wearing of masks during commutes

We distribute masks to each of our employees in all our branches and subsidiaries and oblige our personnel to wear them when they commute and are on duty.

2. Physical condition testing at work

We mandate checking body temperatures and promote the disinfection of staff hands. Employees with a fever of 37.5° C (99.5° F) or higher, and who are not in stable physical condition, are instructed to remain at home for two days after recovery, until any possibly risky medical condition has passed.

3. Expansion of alcoholic disinfectant access in the inn backspaces

We have added further alcohol disinfectant solution facilities to make sure all staff and visitors disinfect their hands after entering our offices or using the restrooms.

4. Improvement of management for people in poor physical condition

We have introduced a system for managing behavioral standards when employees are not feeling well and the health of other employees may be at risk.

5. Voluntary refraining from going out and from attending meetings

We prohibit our employees from making non-essential business trips; we prohibit them from traveling abroad, and instruct them to refrain from attending meetings and events where an unspecified number

of people gather, as well as at such dinners and meetings in the workplace.

6. Disaster prevention measures

At Oyado Eitaro, disaster prevention drills are conducted twice a year by employees in preparation for fires or earthquakes, in order to strengthen disaster countermeasures.

December 1st, 2020 Oyado Eitaro