

JTBGMT Guidelines for Safety Protocols to offer DMC Services towards our valuable Guests

I. Purpose

For the purpose of preventing the spread of Covid19 infection, avoid the cluster spread and reducing the health risks of our customers, business partners and our employees, we, JTB Global Marketing & Travel (hereinafter referred to as JTB GMT) have created a guideline for Safety Protocols to offer DMC Services towards our valuable guests.

Complying with the "Guidelines for corresponding to Covid19 in the Travel Industry" which is officially announced by the Japan Association of Travel Agents (JATA) and in addition to the above, we are monitoring the guidelines of each business industries such as accommodation, railway, aviation, road transportation, shipping, restaurants, and retail business.

To further situation changes, we will consider the best practice in response and revise the guidelines if necessary.

II. Before the Guests Arrival

The content detailed in the section "III. During the guests stay" will be explained to our business partners/clients (Overseas Travel Agencies, Organizers/Corporate Companies, etc.) before we start proceeding their requests.

Preventive and Health Measures against Covid19 for all our services are as follows:

1. Licensed Tour Guides, Tour Escorts and Assistants

All the JTB GMT's appointed licensed Tour Guides, Tour Escorts and Assistants are required to focus further on monitoring their daily physical conditions as well as wearing clean masks, washing & sanitizing hands, utilizing mouthwash and thermometer as a daily routine.

Briefings & communication with JTB GMT staff will preferably made by online web system to avoid physical contact. In case of any physical briefings or communication to be held, social distancing will be practiced in combination with other daily preventive actions.

2. Service Providers other than the Licensed Tour Guides, Tour Escorts and Assistants

After confirming that each business partner has taken appropriate infection prevention measures in advance, we will make proposals and arrangements to our business partners/clients.

(1) Transportations

① Railways:

Service providers implement measures to keep appropriate physical distance by assigning the seating as well as the form of transportation.

All passengers are obligated to wear masks or face coverings to cover the mouth and nose and limit the amount of conversation on board to prevent droplet transmissions.

② Aviation:

Service providers implement measures to keep appropriate physical distance by assigning the seating and limiting the use of available seats.

All passengers are obligated to wear masks or face coverings to cover the mouth and nose and limit the amount of conversation on board to prevent droplet transmissions.

Boarding passengers who have symptoms of infectious diseases such as coughing, fatigue, sore throat with a body temperature of 37.5 degrees Celsius or higher will be requested to refrain from boarding while other passengers will be guided to keep social distance to avoid the risk of catching the infection.

③ Bus Transportation:

Service providers implement measures to keep appropriate physical distance by assigning the seating and limiting the use of available seats.

All Passengers are requested to use equipped hand sanitizer when boarding and getting off the vehicle.

All passengers are obligated to wear masks or face coverings to cover the mouth and nose and limit the amount of conversation on board to prevent droplet transmissions.

All vehicles are properly ventilated during operation.

④ Chartered Vehicles and Taxis:

Service providers implement measures to keep appropriate physical distance by requesting all passengers to be seated in the back seats.

All passengers are obligated to wear masks or face coverings to cover the mouth and nose and limit the amount of conversation on board to prevent droplet transmissions.

All vehicles are properly ventilated during operation.

(2) Accommodation < Hotels and Ryokans (Japanese Style Inn) >

① Basic Measures:

Hotels/Ryokans implement measures to avoid close contact between guests and hotel staff as well as between the guests as much as possible and securing physical distance of approximately 2 meters (at least 6 feet / about 2 arm's length).

② Upon Arrival at the facility:

Hotels/Ryokans introduce new methods during check-in. General information of the facility will be explained via visual documents and/or videos to limit close contacts with facility staff.

For group check-in, Hotels/Ryokans may request the group representative to check-in for the whole group and asking the group members to maintain social distance while waiting in the lobby.

③ Usage of Public Baths:

To limit physical contact with one another, number of guests entering the public baths will be limited.

Guests are asked to refrain from talking while bathing or when using the public bath facilities.

④ Dining at Banquet Hall:

Hotels/Ryokans implement measures to keep appropriate physical distance by considering the space between the seats, time of Dining and the number of participants in the hall.

All guests are requested to wash and sanitize their hands before entering the venue, and wear masks covering the mouth and nose until the meal starts.

Hotels/Ryokans pay attention to seat the assignments and layouts.

Meals on a share platter will be served individually.

⑤ Dining in the Room:

Hotels/Ryokans implement measures to keep appropriate physical distance by considering a side-by-side seating layout.

Whenever possible, all dishes will be served at the same time to reduce contact between the guests and the service staff. Usual menu explanation made by the service staff will be switched to a document explanation.

Meals on a share platter will be served individually.

⑥ Buffet Style Dining:

Buffet Style service will be replaced with Set menu style to lower the risk of the spread of infection.

Whenever a buffet-style service is necessary, Hotels/Ryokans will devise ways such as serving the dishes on individual small plates or having the service staff separate the meal to individual dishes.

(3) Restaurants / Dining Out

- ① Restaurants may request the guests to be seated side by side or in a diagonal line or with enough space between the others.
- ② Restaurants may request the guests to refrain from talking during the meal.
- ③ Restaurants will pay attention to minimize the physical contacts between the guests and the staff.
- ④ All guests are requested to wash and sanitize their hands before enjoying the meal and wear masks covering their mouth and nose until the meal starts.
- ⑤ Whenever necessary, Restaurants will devise one separate dish for each individual guests.
- ⑥ And avoid buffet style service and share platter service.
- ⑦ All venues will be properly ventilated during operation.

(4) Tourists Visiting Spots & Venues

- ① Service Providers implement measures to keep appropriate physical distance by limiting the number of entering guests as well as the timeline duration of the visit.
- ② All guests are requested to wear masks covering the mouth and nose and encourage to use the hand sanitizers equipped at the entrance and/or exit of each visiting places. Depending on the visiting spots and venues, wearing a mask may be mandatory.

III. During the Guests Stay

1. Measures for the Guests

- (1) We kindly request to all our guests to wear masks covering the mouth and nose, wash and sanitize the hands, utilize mouthwash to gargle, and monitor your health before and during the travels.
- (2) In addition to the above, we kindly ask the guests to limit the amount of conversation to prevent droplet transmissions while riding vehicles/trains or boarding planes.
- (3) We will ask the guests to follow the regulations and guidelines of the visiting spots & venues shown on the itinerary.
- (4) In order to make sure the guests travel safely and avoid the risk of infection, we would like to ask all guests to read the [“New Travel Etiquette”](#) recommended by the Japanese Government.

2. If the Guest is suspected of being infected

- (1) If any guest travelling in Japan has a body temperature higher than 37.5 degrees Celsius, details will be immediately and continuously reported to the related business partner(s) (Overseas Travel Agency, Tour Operators, Organizer, etc.)
- (2) JTBGMT will take actions as below:
 - ① We will verify whether the guest(s) applies to new coronavirus symptom cases such as fever over 37.5 degrees Celsius, strong fatigue, shortness of breath or difficulty breathing, cough, muscle or body ache, headache, sore throat, new loss of taste or smell etc.
 - ② JTBGMT will contact the selected hospital notifying that the guest(s) has the symptoms of Covid19 and follow the hospital's instructions (including whether PCR tests should be performed.)
Hospitals will be selected from JNTO's (Japan National Tourism Organization) regional search site as stated below.

*English: https://www.jnto.go.jp/emergency/eng/mi_guide.html

*Korean: https://www.jnto.go.jp/emergency/kor/mi_guide.html

*Traditional Chinese: https://www.jnto.go.jp/emergency/chc/mi_guide.html

*Simplified Chinese: https://www.jnto.go.jp/emergency/chs/mi_guide.html

*Japanese: https://www.jnto.go.jp/emergency/jpn/mi_guide.html

- ③ All medical and technical service payment will be liable by the guest(s) or the insurance company covering the guest(s) travel. JTBGMT may gather information from the hospital for the usage of re-scheduling the guest(s) remaining travel.
- ④ If any guest(s) has found to be infected during the journey, the rest of the guests in the same party, our accompanying tour guide, tour escort, assistants and/or JTBGMT employees are requested to follow the instructions of the public institutions such as medical, health care institutes.
- ⑤ JTBGMT will report the said information in a timely manner to the related business partner(s) (Overseas Travel Agency, Tour Operators, Organizer, etc.) and/or to the guests, and will verify and confirm the operational procedures for the rest of the journey and ground arrangements. Should there be any necessary expenses occur or additional arrangement to be made, the cost will be borne by the related business partner(s) and/or the guest(s).

IV. Guidelines regarding the Staff Safety

(1) Health Management

All staff members are required to check their temperature and symptoms before coming to work, those who are unwell will be asked to stay at home. Staff members who become ill during work shall be sent home immediately and remain at home.

If a Staff member has had close contact with a person who has tested positive for the new coronavirus, or if a staff member has traveled to a country or region where the government has imposed entry restrictions or required a post-entry observation period within the past 14 days, or if a staff member has had close contact with a person living in such a country or region, he or she will be placed on standby at home.

The health of all staff members who have been placed on home leave due to fever or illness will be checked on a daily basis.

If their condition is not improving, they will be instructed to consult a doctor or public health center.

(2) Commuting

Employees who use public transports are reminded to wear masks and avoid speaking to each other during their commute.

(3) Work

Remote work will be implemented wherever possible in order to reduce face-to-face interactions as well as the use of crowded transportation.

Employees are encouraged to wash their hands and gargle regularly, including at the start of work and after breaks. Hand sanitizers should be available and masks should be worn.

We will make every effort to review our work space and staffing to ensure that employees and other staffs keep a distance of 2 meters (minimum 1meter) from one another.

When meeting with customers, we will resort to use online meetings as much as possible.

When visiting customers, we will make sure disinfectant is used, masks are worn and people do not seat face-to-face.

(4) Facilities and Equipment

Shared facilities or shared equipment (toilet equipment, toilets, faucets, door knobs, trash cans, electric switches, telephones, reservation terminal keyboards/touch pens, vending machines, elevator buttons, etc.) that are touched by an unspecified number of people will be frequently cleaned and disinfected.

Trash will be collected regularly and used masks as well used tissues will be put in sealed plastic bags. Employees responsible for trash collection will wear masks and gloves. They will also was their hands and gargle thoroughly after work.

(5) Raising Employees Awareness

Employees should be made aware of the importance of infection prevention measures through information and training. They are encouraged to change their behavior, including in their personal daily lives if needed.

The Company will provide guidance to employees, etc., and give sufficient consideration for their smooth reintegration into society, so that employees, etc., who have recovered from the new coronavirus infection and their related persons are not discriminated against or otherwise subjected to human rights violations.

Guideline for Safety Protocols by JTB Global Marketing & Travel
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