

June 11, 2020

Tokyo Metropolitan Government

Tokyo Disease Control Measures Guidelines for Businesses

–Establishing a “new way of life” –

First edition

1. Introduction

Tokyo Metropolitan Government (TMG) has worked to prevent the spread of the novel coronavirus (COVID-19) through measures such as requesting the cooperation of residents and businesses in staying home or closing their facilities. The TMG has devised a roadmap for overcoming COVID-19, aiming to establish a “new way of life” that balances efforts to prevent the spread of the virus and to maintain socioeconomic activity. Following this roadmap, the TMG will move to gradually ease restrictions as the pandemic is brought under control, as determined by appropriate monitoring of the situation. By taking careful steps, measures will be taken to ease restrictions, for example by lifting closure requests.

Moreover, it is anticipated that it will be a long fight to contain the novel coronavirus, which is expected to reemerge in a second wave. The TMG aims to build a society that has established a “new way of life” with workplace practices that prevent the spread of COVID-19. It is necessary for businesses to remain thorough in their implementation of countermeasures to prevent the spread of the virus when they reopen, in order to protect themselves, their customers, and their employees. These guidelines have assembled basic measures for preventing the spread of the novel coronavirus. The TMG kindly requests businesses to refer to these guidelines and those published by their respective industry organizations, using their ingenuity to take measures to prevent the spread of the novel coronavirus.

2. Examples of disease prevention measures applicable to all industries

① Measures in place for customers and clients

When entering a facility:

- Keep a distance (ideally 2m) between customers lining up to enter the facility. Employees may direct customers where to stand, or place markers telling them where to stand to avoid crowding.
- Place notices requesting all customers to wear a mask (please endeavor to provide a mask to customers who do not have one.)
- Use contactless (infrared) thermometers to measure customers' body temperature before they enter, and restrict entry for those with a high temperature.
- Prepare limits on the number of customers allowed in at any one time, and the length of their visit. Indoor facilities especially should pay close attention to the number of customers present to avoid the three Cs (closed spaces, crowded places and close-contact settings).
- Place hand sanitizer and/or disinfectant at entrances and within the facility, and ensure that customers disinfect their hands and the soles of their shoes.
- Reduce congestion by operating an online or numbered ticket system to designate when customers may use or enter the facility, or operate solely on a reservation system.

Measures to be taken within facilities:

- Keep a distance (ideally 2m) between customers by arranging the usable space or seating in an appropriate manner.
- In addition to ensuring customers wash or disinfect their hands, make announcements as appropriate requesting them not to converse loudly.
- Thoroughly wash or disinfect items (such as cups) which people could touch with their hands or mouths in areas used by multiple people, such as toilets.
- Do not hand promotional flyers or items to customers in person. Leave them to be collected from tables or other designated areas.
- Limit the number of customers allowed in smoking areas at any one time to prevent the three Cs (closed spaces, crowded places and close-contact settings). Put up notices

informing customers of the limit.

② Measures in place for employees

Managing employees' physical condition:

- Thoroughly wash uniforms or clothing that employees use.
- Take employees' temperature and confirm that they do not have possible COVID-19 symptoms before they come to work. Ensure that this is reported every day.
- If employees feel unwell, encourage them to rest. If they start feeling unwell at work, have them return home immediately.

Measures to be taken during business hours:

- Encourage employees to wear a mask while at work. Place hand sanitizer around the workplace, and ensure that employees wash their hands thoroughly.
- Aim to keep a gap, ideally 2m, between employees' seating positions where possible.
- In addition to keeping doors and windows open, face electric fans and air circulators outside and regularly ventilate the building or facility.

Changing rooms:

- Appropriately limit the number of people who can enter break areas or changing rooms during breaks. Ensure that employees do not eat or converse face-to-face during breaks.
- Indoor break areas in particular should be periodically ventilated and have plenty of space between seats.

③ Measures to maintain the disease-control environment within facilities

At counters and checkouts:

- Install a clear plastic curtain or acrylic panel at locations where face-to-face contact is likely to occur, such as counters and checkouts.
- Manage lines for checkouts by placing markers to show customers where to stand while lining up.

- Implement systems to avoid physical contact during interactions with customers as much as possible, for example by going cashless or ticket-free.

In toilets:

- Periodically wipe clean and disinfect toilets while wearing a mask and gloves.
- Stop the use of shared towels or hand-dryers and provide paper towels where possible.
- Notify users that, when using urinals, they should leave at least one vacant urinal between themselves and other users.

Disposing of waste:

- Notify relevant personnel that when disposing of masks contaminated with nasal mucus or saliva, they should be placed in a plastic waste bag with the bag then shut tight.
- Employees who collect waste should wear a mask and gloves while doing so. After they take the mask and gloves off, they must wash their hands with soap and thoroughly disinfect their hands.

Cleaning and disinfection:

- Please clean and disinfect thoroughly places and items which an unspecified number of people touch (for example, doorknobs, touchscreen panels, benches, and elevator buttons) with the appropriate disinfectant or cleaning product.

④ Responding to a case of infection

- Have the contact details of your local health center prepared, so that if a (suspected) case of infection occurs, you will be able to contact your health center quickly.
- Endeavour to collect personal information about customers, such as their names and contact information (phone numbers or email addresses). This may be done using technology (e.g. smartphone applications) or existing customer lists. If there is a (suspected) case of infection, you will be able to share information or notify customers and other people who have been in-close contact with the infected person.
- You must not use personal information collected for purposes other than those

detailed above. The information must be deleted after a set amount of time has passed.