

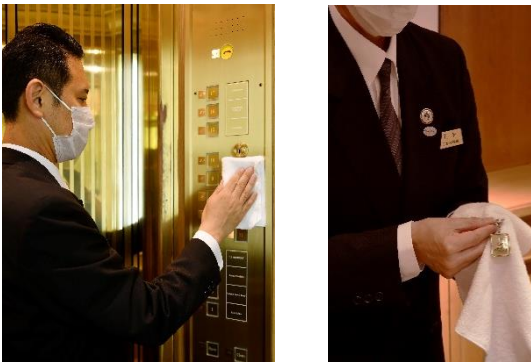
## Our Team's Response to COVID-19

Hotel New Grand is committed to providing you with safe and reassured experience that aligns with guidelines of Japan Hotel Association and Bridal Institutional Association for implementing preventive measures against the spread of COVID-19.

### ■ Public Spaces



- ① All service staff is instructed to wear masks.



- ② High touch areas throughout the hotel facilities are sanitized on regular basis.

### ■ Measures for Staying Guests



- ① Bell staff wears plastic gloves.



- ② Front desk and bell desk are installed with transparent partitions for respiratory droplet prevention.
- ③ Upon check-in, guests will be asked to fill out health condition inquiries consisting of symptoms (fever/vomit/diarrhea) and their travel history.



- ④ Guests' temperature will be checked upon check-in.



- ⑤ Floor markings will remind guests in practicing adequate physical distancing when queuing is necessary.



- ⑥ One of the bell services of escorting guests to rooms after check-in has been ceased to avoid "Three Cs" (Closed Spaces/Crowded Places/Close-contact Settings). These conditions are considered to possess a risk of spread of infection. Guests are kindly asked to go to the guestroom without escort. However, bell staff is always happy to demonstrate their primary responsibility of assisting our guests to transport baggage swiftly to their rooms.



- ⑦ Guestrooms and Grand Club Floor Lounge "the Club" are disinfected with alcohol based sanitizer and air is changed periodically.

## ■ Measures for Restaurant Customers



① Seating capacity is limited to allow for physical distancing.



② Disinfection with alcohol based sanitizer is promoted on the high touch areas throughout the restaurants.



③ Cashier counter is installed with transparent partitions for droplet prevention.

## ■ Measures for Banquet Customers



① Appointment desks and cloakroom counter are installed with transparent partitions for respiratory droplet prevention.



- ② The air of banquet rooms, foyer and meeting space will be changed periodically.



- ③ Disinfection with alcohol based sanitizer is promoted on the high touch areas and surfaces throughout the banquet facilities.

#### ■ Measures for Our Employees

- ① Employees on duty are required to wear masks.
- ② At the start of the shift, employees are required to fill out health inquiries to check if they display any symptoms (fever/vomit/diarrhea), and anyone displaying symptoms such as fever of 37.5 °C/99.5°F or above and coughing are instructed to stay home.
- ③ Employees frequently sanitize hands before entering the workplace with alcohol based hand sanitizer placed in each department and section.
- ④ Employees implement thorough hand cleansing and gargle before starting of shift, meals, after use of restroom, and at returning to work from outside.
- ⑤ Employees are presently restricted from any private international travel and any non-essential business travel is suspended.
- ⑥ Employees at the applicable departments are encouraged to work flexible hour.

#### ■ Request for our Valued guests

- ① We encourage all our guests to wear face mask in our public spaces in order to diminish mutual risk of transmission by exposure of respiratory droplets. Our guests' altruistic spirit and compassionate attitude of covering nose and mouth with substitute such as tissue paper and handkerchief during meals is highly appreciated.
- ② For guests' reassurance and safety, alcohol based hand sanitizers are provided in key public areas to make good use of upon entering the hotel facilities. We also encourage our guests frequent hand washing and gargle.

③ We ask guests who displaying any of the following symptoms to refrain from entry into our premises.

We appreciate the kind understanding and cooperation on this.

- Fever( 37.5 °C/99.5°F and above), shortness of breath, or fatigue

- Cold-like symptoms such as fever, sore throat, cough, and sneeze Temperature check will be conducted at our hotel entrance. We respectfully decline entry in case of displaying fever of 37.5 °C/99.5°F and above. We also ask guests with fever of 37.5 °C/99.5°F and below(basically 37.0°C/98.6°F and above) to refrain from use of our facilities.

④ Our staying guests are requested to consult our staff, should they feel under the weather by appearance of such symptoms of coughing and fever.

Our commitment has always been and will continue to be providing the safe and reassured environment for our guests. We deeply appreciate your kind understanding and cooperation to fulfill this commitment.

The above statement will be updated as appropriate in accordance with guidelines of Japanese government and related organizations.