Hygiene Safety Guidelines
-Holding a Successful Business Event in Tokyo
Business events have had a positive economic and social impact on Tokyo by attracting researchers and business people worldwide and created new opportunities and innovation. However, due to the spread of the Novel Coronavirus (COVID-19), many in-person business events have been canceled or postponed, and the environment for business event activities have changed significantly.

In response to this new environment, there has been an expansion of online business events, making full use of the latest technology. While online conferences provide face-to-face academic learning opportunities, they do not fully enable person-to-person networking opportunities or business interaction. Thus, more and more organizers and participants are voicing that virtual events will not wholly replace in-person business event activities and that in-person business events are essential. It is encouraging to see that both in Japan and overseas, organizers are gradually resuming hosting in-person business events.

When resuming business event activities, it is most important to create an environment where in-person events are held while reducing infection risk. We have prepared the "Hygiene Safety Guidelines -Holding a Successful Business Event in Tokyo" to support meeting organizers hold a safe and secure business event in Tokyo.

The national government has eased its regulation on the maximum capacity and number of participants allowed at event venues for meetings where the audience is seated facing one direction, and there is limited talking and cheering from the audience. On the other hand, social distancing, which is medically proven to reduce the risk of infection, also gives people a sense of security.

This document, based on medical advice from professionals in the infectious disease field, provides a blueprint for organizers to use throughout each step of the event planning, implementation, and post-event process. We have touched on the necessary measures, precautions, sample floor layouts, the importance of ventilation, and the utilization of the latest technology to refer to for each stage. We also address the importance of safety information communication, especially for overseas delegates. Finally, we have provided information on some of the Tokyo Metropolitan Government’s measures to prevent the spread of COVID-19.

Please note that this is a working document and is subject to change based on future changes in the government’s fundamental policies and the overall situation of the infectious risk.

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Business Events Tokyo
Tokyo Convention and Visitors Bureau
URL : https://businesseventstokyo.org/
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## I. Analyzing Risk

Before planning a business event, organizers need to closely analyze the risks of possible infection.

### 1. Identifying the Three Cs

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<thead>
<tr>
<th>Closed spaces</th>
<th>Crowded spaces</th>
<th>Close-contact settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>spaces with poor ventilation</td>
<td>spaces where many people may gather</td>
<td>places where close conversation and vocalization may take place</td>
</tr>
</tbody>
</table>

### 2. Defining High-touch Areas

<table>
<thead>
<tr>
<th>Shared spaces</th>
<th>Registration desk / Cloakroom</th>
<th>Session rooms</th>
<th>Reception venues</th>
<th>Exhibition hall</th>
</tr>
</thead>
<tbody>
<tr>
<td>desks, chairs, elevator buttons, escalator belts, handrails, restrooms, etc.</td>
<td>cash, credit cards, name tags, congress bags, program materials, luggage, luggage tags, etc.</td>
<td>doors, desks, chairs, microphones, simultaneous interpretation receivers, podiums, shared laptops, etc.</td>
<td>doors, tables, chairs, tableware, cutlery, glasses, etc.</td>
<td>exhibit booths, promotional displays, exhibitor handouts, business cards, etc.</td>
</tr>
</tbody>
</table>

### 3. Identifying Aerosol and Spray Transmission Risks

<table>
<thead>
<tr>
<th>Shared spaces</th>
<th>Registration desk / Cloakroom</th>
<th>Session rooms</th>
<th>Reception venues</th>
<th>Exhibition hall</th>
<th>Event venue</th>
</tr>
</thead>
<tbody>
<tr>
<td>distance between attendees in congested areas</td>
<td>waiting lines, face-to-face distance between staff and attendees, etc.</td>
<td>distance between attendees during entry and exit, face-to-face distance between speakers, distance between speakers and attendees, room ventilation, desk layout, chair layout, seating order, etc.</td>
<td>eating and drinking when masks are removed, attendees meeting and talking within close distance, etc.</td>
<td>face-to-face distance between exhibitors and attendees at booths, booth layout, aisle width, etc.</td>
<td>existence of open windows, room ventilation, etc.</td>
</tr>
</tbody>
</table>

### 4. Determining Room Capacity

Consider the expected number of attendees versus the venue’s capacity to determine whether an appropriate distance between people can be secured. Establish criteria for restricting participants’ entry into the session rooms based on the number of people allowed in each room.

### 5. Determining Attendee Risks

Follow the Japanese government’s latest immigration policy regarding the self-quarantine periods for overseas attendees.
II. Event Planning

Based on the risk analysis and the latest infectious spread, the organizer needs to assume responsibility for deciding the infection control measures to be implemented.

1 Verification of the Latest Infection Status

Verify the latest code of conduct by the Japanese government and the Tokyo Metropolitan Government.

2 Policy-making for COVID-19 Secure Environment

1 Determine the roles and responsibilities for infection control among the event organizer, PCO, venue, and other related parties. Designate the person(s) responsible for checking that the infection control measures are being implemented.
2 Establish the criteria and processes for determining when to postpone, scale down, or cancel the event.
3 In case the event charges a registration fee, decide a refund policy for the cancellation of the event due to COVID-19.
4 Determine the participation criteria for attendees, speakers, and invitees from overseas.

3 Crowd Control and Technology

1 Consider taking measures at the venue to mitigate the risk of a safe environment.
   (Examples)
   - Select a venue with enough space to keep an appropriate social distance among the attendees.
   - A venue fulfilling required ventilation based on the Law for Environmental Health in Buildings (Refer to “About Ventilation” on page 11).
   - Consider utilizing outdoor space based on event needs.
   - Reduce build-up and breakdown times by simplifying constructional design and stage setup.

2 Plan the program timetable to avoid crowding at the venue.
   (Examples)
   - Extend the registration hours on-site by opening the registration desk earlier than usual or from the previous day to avoid crowding on the morning of Day 1.
   - Stagger the start time and end time of each concurrent session so that attendees do not concentrate around the restrooms and other areas during breaks.

3 Adopt pre-registration only or use a system that does not require in-person on-site check-in.
   (Examples)
   - Issuing a QR code* for pre-registration
   - Utilizing a touchless or cashless payment system

* Note: QR code is a registered trademark of DENSO WAVE Inc.
4 Consider the use of new technology.
   (Examples)
   • Chat system for Q&A from the session floor
   • Business card exchange via electronic services and apps
   • Digitization of hand-outs
   • Simultaneous interpretation system using the participants’ own mobile devices as receivers

● Remote Simultaneous Interpretation System using mobile devices

Utilizing the above system for simultaneous interpretation will allow participants to use their mobile device as the receiver, which will dismiss the risk of infection from shared receivers.

● A Hybrid Meeting Using Latest Technology

3D LED stage
Staging with movable screens
Communication Policies on Safety Measures

Clear communication before the event from the organizer via the event website and other channels about the safety measures you will be implementing will lead to a sense of security for the attendees. It is recommended that the organizer announces the policies below to gain their understanding and cooperation.

1. State that the event will be held following the restrictions and guidelines of the Japanese government and the Tokyo Metropolitan Government.

2. Access Control Standards
   - Request the attendee to refrain from entering the venue if
     - An attendee has symptoms such as fever, cough, sore throat, etc.
     - An attendee has had close contact with a person infected with COVID-19

3. Requests and Information for Attendees
   - **Requests for Attendees**
     - Pre-registration
     - No shared pens (attendees should bring their pen)
     - Mandatory face masks and limited conversation at the venue
     - Regular hand washing and disinfection with hand sanitizers
     - Installation of close contact monitoring app COCOA* (COVID-19 Contact Confirming Application)
     - COCOA is an app officially provided by the Ministry of Health, Labour and Welfare of Japan (MHLW), which notifies you of close contact with COVID-19 positive users to help the government and healthcare organizations contain the spread of COVID-19.
     - Social distancing at all times

   - **Organizer Responsibility**
     - Capacity and entry restrictions for each session
     - Performing access control if an attendee is not wearing a mask
     - Designating the maximum number of attendees allowed in a room and determining the entry and exit points to avoid crowding
     - Infection control measures taken by public transports (Refer to “Safety and Security of Attendees” on page 23-24.)

4. Pre-registration and Data Management Policies
   - Presume there is a confirmed case during the pre-event preparation, on-site, or post-event. In such a case, the organizer may need to provide the contact information to the public health center or other institutions to prevent the further spread of COVID-19. The organizer must notify the attendees in advance about the data collection and the possibility of their data to be shared with public institutions.

   - **Sample Notification**
     We will collect the contact information (name, affiliation, phone number, email address, etc.) of all attendees for this event. In case the organizer is notified of a confirmed case of COVID-19, your data may be provided to the public health center or other public institutions. The organizer will be responsible for appropriately storing the collected information for approximately one month after the event and deleting or disposing of it appropriately.

   *The above regulation needs to be consistent with the local standards for handling personal information.
Hand Washing
Washing away any virus on one’s hands and fingers is the most effective way of disinfecting. Wash hands for 10 seconds using a bar or liquid hand soap, and then rinse with running water for 15 seconds. There is no need to disinfect with a hand sanitizer after hand washing. When not able to wash one’s hands, it is effective to disinfect hands with a sanitizer containing a concentration of no less than 70% and no more than 95% ethanol.
* There is no official opinion from the Ministry of Health, Labour and Welfare regarding the use of gloves. If one chooses to use them, consider the risks of long-term use and removal. Once done using, thoroughly wash hands or disinfect.

Disinfecting Measures for Surfaces
When disinfecting common items and surfaces such as tableware, hand railings, and doorknobs, it is effective to use hot water, chlorine bleach or detergents, rather than alcohol. If using alcohol, use a sanitizer containing a concentration of no less than 70% and no more than 95% ethanol. Never spray the sanitizer as it may pose a health risk and is flammable.
* For further information on disinfection and sterilization, refer to the website of the Ministry of Health, Labour and Welfare.

URL: https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/syoudoku_00001.html
Social Distancing

1. Inside session rooms
   Recommended to keep more than 1 meter distance or install an acrylic panel between people

2. In shared spaces
   Recommended to keep more than 1 meter apart

Avoiding the Three Cs

The following measures to avoid “closed spaces,” “crowding,” and “close contact” are required at the event venue.

Avoiding Closed Spaces
- Confirm with the venue that it allows sufficient ventilation meeting current standards.
  (Refer to “About Ventilation” on page 11.)

Avoiding Crowding
- Limit the number of attendees in each session room, speaker’s ready room, restrooms, etc.
- Limit entry/exit routes.
- Separate the waiting area around the registration desk from the flow of traffic into each session room.
- Establish a one-way flow traffic route in narrow hallways.

Avoiding Close Contact
- Control social distancing on escalators and elevators.
3 Securing a Safe Environment

**To Verify with the Venue**
- Air conditioning system is operating normally, and that windows or shutters can be opened for ventilation.
- Smoking area has been closed.
- Hand dryers in restrooms are disabled.
- Mask-wearing is made mandatory for venue staff.
- Proper cleaning methods and waste collection procedures are in place.
- Alcohol hand sanitizer dispensers are installed at doorways and hallways.

**To Be Arranged by the Organizer**
- Disinfection protocols for equipment such as podiums, microphones, shared laptops, pointers, etc.
- Installing a quarantine room for people who are suspected of contracting COVID-19.
- Display prominent signage inside the venue, instructing the attendees on safety precautions. Show the precautions periodically in the session room screens.

Sample Signage

<table>
<thead>
<tr>
<th>Safety Precautions During the Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Please wear a mask.</td>
</tr>
<tr>
<td>- Please use designated entry and exit points to prevent crowding.</td>
</tr>
<tr>
<td>- Please observe social distancing during all activities.</td>
</tr>
<tr>
<td>- Please wash your hands or use hand sanitizers frequently.</td>
</tr>
<tr>
<td>- We ask you to comply with these precautions to control and prevent infection. Please follow the organizer’s instructions.</td>
</tr>
<tr>
<td>- Please install the close contact monitoring app COCOA.</td>
</tr>
</tbody>
</table>

We appreciate your understanding and cooperation.

4 Operational Flexibility

*(Examples)*
- Utilize outdoor spaces.
- Provide disinfectant supplies for each attendee.
- Restrict eating and drinking of participants to specific times and designated areas.
About Ventilation

Ventilation is proven to be necessary for creating an indoor environment with a low risk of spreading COVID-19. For facilities that serve as business event venues, the Law for Environmental Health in Buildings specifies the required ventilation volume at 30 m³ per hour per person. The number of people permitted in a venue during a regular air-conditioning operation is calculated accordingly. To reduce the risk of infection at a venue, the organizer should confirm with the venue staff that the ventilation volume meets this standard.

Also, refer to the COVID-19 Ventilation Simulator formulated by the Japan Society for Occupational Health or periodically measure the carbon dioxide levels inside the session rooms.

If the required ventilation is not guaranteed, the following measures should be taken:

- In case of mechanical ventilation: Reduce the capacity of the venue to guarantee the required ventilation volume per person.
- In case of ventilation via windows: Open windows of the space two or more times per hour, at least once every 30 minutes, for several minutes. Open the windows entirely and if there are multiple windows, open the windows from two directions. If there is only one window, open the door.

* The fulfillment of the above ventilation volume per person does not mean that infection can be completely controlled. (Reference: Ministry of Health, Labour and Welfare: Recommended ventilation method for resolving “Poorly Ventilated Closed Spaces” -For owners and tenants of commercial facilities-, April 3rd, 2020)

<table>
<thead>
<tr>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>The air in aircraft and bullet trains are filtered and circulated at the following frequencies: Aircraft (JAL, ANA): once every 2 to 3 minutes Shinkansen Bullet Train (JR): once every 6 to 8 minutes</td>
</tr>
</tbody>
</table>
Encourage attendees to install the close contact monitoring app COCOA.

Necessary measures should be taken upon the arrival of attendees.

**Temperature Screening Station**

1. **Conduct a Health Check**
   - Check the temperature of each attendee.
     * If an attendee has 37.5 degrees or higher fever, request the attendee to refrain from participation. (Refer to “On-site Crisis Management” on page 21.)
   - Request each attendee to submit a questionnaire on the health condition over two weeks before the event.
     * The same temperature check and questionnaire should be conducted for speakers, staff, and all suppliers involved in the event.

2. **After Temperature Screening**
   - Encourage attendees to install the close contact monitoring app COCOA.

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**Sample Questionnaire**

- Do you have a fever above average?
- Do you have any symptoms such as a cough or sore throat?
- Are you experiencing loss of smell or taste?
- Do you have fatigue or difficulty breathing?
- Have you had symptoms such as feeling sluggish or tiring quickly?
- Have you had close contact with a person positive for COVID-19 within the past two weeks?
  * The information submitted may be provided to public health centers or other public institutions as necessary.

I affirm the above is correct.

Date:  
Signature:  

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Contactless thermometer
Registration Desk

- Prepare a supply of masks at the registration desk to accommodate those who do not wear one.
- Require all reception staff to wear masks.
- Use acrylic panels and transparent plastic curtains to separate attendees and staff.
- Provide disinfectant supplies for staff.
- Position staff at an appropriate distance.
- Place all congress bags, programs, handouts, and questionnaires on counters. Avoid handing them out to attendees.

Cloakroom

- Encourage attendees to self-manage their items.
- Require all cloakroom staff to wear masks.
- Use acrylic panels and transparent plastic curtains to separate attendees and staff.
- Provide disinfectant supplies for staff.
- Use floor markers if there is a waiting line.

Shared Spaces

- In the foyer, lobby, and other shared areas, crowd control the attendees before and after sessions.
- If necessary, use partitions to separate the flow routes.
- If attendees from other events or the general public pass through the same space, post signages and have staff guide attendees so that confusion and crowding do not occur.

Announcements

- Avoid speaking loudly and use a loudspeaker if necessary.
On-site Management

Session Rooms

Room Layout: Classroom-style

For business events such as conferences, seminars, and symposia where the audience is seated facing one direction and listens silently, the following measures are recommended to secure safety.

1 Set-up and Operation of Session Rooms

- Distance between stage and audience: secure a minimum of 2 meters distance between the speaker and the front row audience. When this is inapplicable, installing acrylic panels between the speaker and the audience is recommended.
- Entry/exit routes: Separate entry/exit routes and indicate them.
- Distance between chairs: Leave approximately 1 meter between chairs or install an acrylic panel.
- Fixed seating: Keep a vacant seat on either side of every usable seat and place a "Not in Use" sign on seats not to be used. Stagger seating in every other row so that usable seats are not directly in front of or behind another chair.
- Distance between panelists on stage: 2 meters is recommended (a minimum of 1 meter is required). If it is difficult to secure the required distance, install acrylic panels in between panelists.
- Standing-room attendance: Do not allow standing-room attendance in session rooms.
- Simultaneous interpretation receivers and other rental equipment: Ensure that all items are sufficiently disinfected. Prohibit multiple uses of the same receivers or equipment.

2 Managing Access to Session Rooms

- Give priority entrance to pre-registered people.
- The staff should count the number of attendees and be careful not to exceed the scheduled number.
- Have an alternative plan for attendees who could not enter the session rooms.

Sample Communication Phrases

"You could attend the session by viewing the broadcast in the satellite room."
"An archive recording will be available after the event."
On-site Management

If the number of people signed up for a particular session reaches its maximum during pre-registration, attendees should be notified that they can only enter if there are vacant seats on the day of the event.

Upon pre-registration and sign-up for sessions, attendees should be notified that a seat will not be guaranteed if the attendee does not enter the room by a specified time before the start of the session.

Prepare a waiting area for attendees waiting for an open seat.

Have the waiting area and session room staff communicate closely to guide the attendees to an open seat.

Capacity Control

- If the number of people signed up for a particular session reaches its maximum during pre-registration, attendees should be notified that they can only enter if there are vacant seats on the day of the event.
- Upon pre-registration and sign-up for sessions, attendees should be notified that a seat will not be guaranteed if the attendee does not enter the room by a specified time before the start of the session.
- Prepare a waiting area for attendees waiting for an open seat.
- Have the waiting area and session room staff communicate closely to guide the attendees to an open seat.
Room Layout: Theater-style

Similar to the classroom-style layout, theater-style business events where the audience is seated facing one direction and listens silently can be held safely by following the guidelines stated on page 14.

Sample Layout: Theater-style 1320 m² 360 seats

Sample Layout: Another option for theater-style 1320 m² 330 seats

* The numbers shown are just an indicator.
On-site Management

Room Layout: Roundtable

When using round tables, position them approximately 2 meters from the stage, and set the tables for five people (in case the round table size is 2 meters). Require all attendees to wear masks during discussions and consider installing tabletop acrylic panels between attendees.

Sample Layout: Roundtables 1320 m² 220 seats (44 tables)

* The numbers shown are just an indicator.

Room Layout: Hybrid Meetings

When holding a hybrid meeting, plan the room layout to secure social distancing while keeping in mind how the setup will appear to online attendees. If the program includes time for discussion among attendees both in the room and online, install cameras so that people can see who is speaking on-site.

Sample Layout: Hybrid Meetings 970 m² 64 seats

* The numbers shown are just an indicator.
Receptions and banquets, where attendees eat and drink by taking off their masks, are the highest risk points during events. However, networking opportunities during social events are a vital part of business events. To achieve a balance, having a space dedicated to eating and drinking, where attendees enjoy the food and beverage with a minimum conversation, and then allowing to network in a separate area before and after the meal while wearing a mask is recommended.

### Dining Protocols

1. In a seated dining situation, secure the distance between the tables and limit the number of people at each table. Advise attendees to refrain from talking.
2. Avoid providing a buffet-style meal where attendees take foods placed on the tables and serve themselves. Instead, provide individually packaged meals or bento boxes.
3. When serving buffet-style meals, the food should not be self-served by the attendees. Instead, dishes should be pre-prepared on small individual plates or served by designated staff.

### Precautions for Networking

1. Consider shortening the networking hours and utilizing outdoor spaces.
2. When attendees have a face-to-face conversation, encourage them to keep physical distance (1 meter recommended). Communicate the precautions to them via signages and announcements.
3. Require attendees to wear masks.
4. Caution attendees to avoid eating and drinking in small private groups during the event period as much as possible.
Exhibitions/Poster Sessions

In the exhibition hall, it is essential to limit the number of staff at the exhibitor booths to prevent crowding inside the booths. When communicating with visitors, exhibitors should be informed to maintain physical distance (1 meter recommended or install an acrylic panel). Communicate the precautions through signages and announcements in the hall.

Exhibitions/Poster Sessions Management

1. Frequently monitor the congestion in the hall. Restrict admission at the entrance if sufficient distance between visitors cannot be secured.
2. Regularly clean and disinfect common areas in the exhibitor booths (tables, chairs, acrylic panels, supplies, etc.)
3. Ventilate regularly by partially opening the doorways and loading dock shutters.

Precautions for Exhibitions/Poster Sessions

1. Design the booth with extra space.
2. Disinfect tools, carts, dollies, etc. during set-up and breakdown.
3. Digitalize sales collaterals as much as possible.
4. For booth attendants to wear masks and face shields to reduce the risk of droplet transmission.
5. Require both the exhibitor and the visitor to wear masks when speaking face-to-face.
6. Place giveaways, surveys, and printed materials on tables or counters and refrain from directly handing them out.
7. Frequently disinfect exhibit items and do not let visitors touch them without permission.
8. Regularly clean and disinfect the tables, chairs, display shelves, and stockroom doorknobs in the booth.
9. Refrain from providing food and drink to visitors. When offering them, provide those in individual packages.
10. Take trash from their booth at the end of each day.

* The numbers shown are just an indicator. Securing 3 meters for the aisles is recommended, even if the venue allowed less in previous times.
* For posters, it is recommended not to place them on all poster boards so that the presenters standing in front of the posters will be able to keep an appropriate distance.
Managing Exhibitor Staff

The organizer should request exhibitors to manage their staff appropriately. (Refer to “Staff Safety” below.)
- Exhibitors should collect the contact information for all suppliers involved in the exhibit, including booth construction workers, electrical workers, and booth attendants, for appropriate communication in case of infection.
- Exhibitors should appropriately store and manage the personal information collected.

Staff Safety

Particular care should be taken in managing operational staff who may have direct contact with attendees. Staff training prior to the event is also essential to ensure that thorough infection control and prevention measures are observed.

Staff Management

- Mandatory temperature checks every morning before coming on-site.
- Anyone with a fever or not feeling well must stay home.
- Build a backup staffing plan for sudden staff absences.
- Require staff to wear a mask at all times, including commuting to and from the workplace.
- Request staff to install the close contact monitoring app COCOA and Tokyo’s COVID-19 Notification and Support Service app.
- Require staff to thoroughly wash and disinfect their hands upon arriving at the venue, beginning work at their position, and after using the restroom.
- Require all staff to submit contact information.

Staff Training

Since the operational staff will have the most contact with attendees during the event, they must understand the importance of managing their health and the safety protocols and measures taken by the event organizer to secure a COVID-safe environment. Preparing a staff manual and training all staff so that they can answer any inquiries from the attendees is necessary before the event.
On-site Management

On-site Crisis Management

In the prospect of a suspected infection case, the organizer must build an appropriate framework and apply it accordingly.

1. Building the Framework for Symptomatic Cases
   To build a response framework for symptomatic cases:
   - Obtain the contact information of health centers and nearby medical institutions and build an emergency contact system among all stakeholders. Determine the contact procedure for requesting an ambulance.
   - Set up a quarantine area and post a “Do Not Enter” sign on the door.
     * Consider having doctors and nurses on-site.

2. Measures for Signs of Symptoms
   When checking the temperature at the registration desk, if the attendee has a fever or shows any other symptoms:
   - Guide the attendee to the quarantine area and strongly advise to consult with a medical institution or health center.
     * If an attendee has 37.5 degrees or higher fever, request the attendee to refrain from participation.
   - Request the attendee to report to the organizer in the unlikely event that infection is confirmed.

3. Actions for Unwell Health Conditions
   If attendees or staff are feeling ill during the event:
   - Guide the person to the quarantine area.
   - The quarantine area staff must wear personal protection equipment (PPE), including a mask, gloves, and a face shield, and keep a proper physical distance.
   - Verify details about the person’s behavior and who they came in contact with after arrival at the venue.
   - If there are any symptoms, contact a health center or consult a nearby medical institution and follow their instructions based on the emergency contact system built between the venue.
   - Request the attendee or staff member to report to the organizer in the unlikely event that infection is confirmed.

4. Data Management of Attendee Information
   - Personal information obtained from attendees should be appropriately stored to be provided to health centers and other institutions as necessary.
   - After approximately one month after the event, dispose of the information appropriately following the standards for handling personal data.
It is necessary to cooperate with public institutions in case attendees report that they have tested positive for COVID-19 after the event and to verify if the event's safety measures were effective.

1. **In case an attendee reports a positive COVID-19 case**
   - Cooperate with public health centers and other institutions in providing necessary information.
   - Cooperate by providing information to health centers on tracking close contacts.
   - Consider official communication to other attendees upon discussion with the health center.

2. **Post-Event Learnings and Application**
   - If infection occurred at the event, verify the cause, consider improvements of the measures taken, and reflect them for the next event.
   - If no infection occurred at the event, it is an indication that the preventative measures were effective. Apply similar measures at your next event, applying the latest findings and improvements available at the time.
For the event attendees’ safety and security, it is also important to inform them of the various safety measures taken throughout their journey from arrival at the airport to check-in at their hotel.

### Safety Measures at Narita and Haneda Airports

The following infection control and prevention measures are taken at Narita International Airport and Tokyo International Airport (Haneda), the gateways to Tokyo from overseas.

| Temperature Checks and Health Management | • Temperature checking using thermography  
• Requesting all travelers to complete a health check at home  
• Thorough measures to prevent infection and manage health management of staff |
| Disinfection and Sterilization | • Installation of alcohol disinfectant dispensers and recommendation of thorough hand washing  
• Disinfection of high-touch points in the facility  
• Intensification of cleaning procedures inside the facility  
• Disabling of hand dryers in restrooms |
| Ensuring Social Distancing | • Placement of signage reminding people to practice social distancing  
• Reduction of available seating throughout the facility |
| Ventilation | • Intensive ventilation of terminals, ramp buses, and other areas to avoid closed spaces |
| Measures Against Droplet/Aerosol Transmission | • Mandatory mask-wearing for travelers and airport staff  
• Sales of masks at vending machines  
• Installation of plastic films and acrylic panels to prevent droplet transmission |

### Safety Measures in Public Transportation

The following infection control and prevention measures are being taken on public transportation such as trains, subways, monorails, buses, and taxis from the airport to Tokyo and within Tokyo.

| Temperature Checks and Health Management | • Thorough measures to prevent infection of staff  
(temperature measurement upon arrival and leaving, mask-wearing, thorough hand washing and disinfection)  
• Health management of staff |
| Disinfection and Sterilization | • Regular cleaning using disinfectant supplies inside trains (handrails, straps, window frames, etc.) and station facilities (automatic ticket vending machines, automated ticket gates, waiting rooms, stair railings, passenger restrooms, escalator handrails, elevator buttons, etc.)  
• Installation of alcohol disinfectant dispensers at major stations  
• Installation of hand soap in all restrooms  
• Disinfection of various surfaces in station offices |
## Safety and Security of Attendees

The following infection control and prevention measures are taken at hotels where business event attendees and staff stay.

### Temperature Checks and Health Management
- Requesting guests to complete a health condition questionnaire at check-in
- Thorough measures to control and prevent infection of staff (temperature checks upon arrival and leaving, mask-wearing, thorough hand washing and disinfection)

### Disinfection and Sterilization
- Installation of alcohol disinfection dispensers in shared spaces (entrance, lobby, restaurants, restrooms, banquet rooms, etc.)
- Intensive disinfection and cleaning of high-touch points, including doorknobs of guest rooms and banquet halls, escalator handrails, elevator buttons and doors, toilet paper holders, toilet levers, toilet seats, and faucets in restrooms.

### Measures Against Droplet/Aerosol Transmission
- Mandatory mask-wearing for staff when serving guests
- Securing social distance at the front desk, inside elevators, restaurants, and banquet halls.
- Installation of acrylic panels at the front desk

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* The above infection control and prevention measures were extracted and compiled from the guidelines publicized by the airports, public transport operators, and hotel associations.
Various stakeholders in Tokyo, including restaurants, shops, museums, and offices, are taking part in a campaign to secure visitors’ safety and control the spread of COVID-19 by displaying the “Tokyo COVID-Safe Declaration Sticker” at their facility. All facilities posting this sticker follow a designated list of infection control measures, allowing visitors to feel secure about utilizing the facility.
COVID-19 Call Center

COVID-19 Call Center  +81-570-550-571
Operating Hours: 9:00 to 22:00 (Everyday including weekends and public holidays)

The Call Center will address consultation on infection control and prevention measures, actions to take when showing concerning symptoms, and general inquiries regarding COVID-19. The Center is capable of corresponding in Japanese, English, Chinese, and Korean.

Tokyo COVID-19 “Mimamori” *1 Service

To ensure the health and safety of visitors to metropolitan facilities, including museums, sports facilities, gardens, and libraries, the Tokyo Metropolitan Government has set up the Tokyo COVID-19 “Mimamori” Service for preventing the spread of COVID-19.

*1 “Mimamori” in Japanese means “watching over.”

The service aims to quickly provide information to users of metropolitan facilities that have experienced cluster outbreaks. The service will be available to all visitors without downloading an app, either by sending an email or using the LINE app “COVID-19 Personal Support” feature. Scan the QR code*2 displayed at venue entrances with your smartphone upon your visit, and notifications will be sent to your email or LINE account, depending on the service chosen. Please note that this service is available in Japanese only.

*2 The QR code is a trademark of DENSO WAVE Inc.

For event organizers, please contact the facility in use for details.

Tokyo Center for Infectious Disease Control and Prevention (Tokyo iCDC)

The Tokyo Metropolitan Government launched the Tokyo iCDC, aiming to step up its response to COVID-19 and other infectious diseases. Based on lessons from the COVID-19 epidemic, the new body will act as a “control tower” for policymaking, risk management, analytical research, and risk communication in response to future public health problems and medical system-related issues.

Contact

Tokyo Metropolitan Government
Bureau of Social Welfare and Public Health, Infectious Disease Control Division
Phone: +81-3-5320-4254
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-Holding a Successful Business Event in Tokyo

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