

February 1, 2020

Our efforts in preventing the spread of a new type of pneumonia

Dear our guests,

Thank you for choosing Hotel Okura Fukuoka. We would like to inform you of our efforts in preventing the spread of a new type of pneumonia as listed below:

**Infection prevention**

- We are disinfecting the places our guests may touch in the main lobby and elevator hall every three hours.
- We are disinfecting the places guests may touch in the guest rooms, such as the telephone and door knobs every time we clean the rooms.
- At the buffet restaurant for breakfast, we are changing items which guests may use (ex. tongs) every 30 minutes. Also, the staff who handle food are all required to wear gloves.
- Our housekeepers are all required to wear regular masks (not special masks such as N95) when entering the guest rooms. We do keep track of the number of regular and special masks and are prepared to adjust to future development.

**Awareness of health conditions**

- We are keeping track of our guests' health condition by requesting our guests to fill out a questionnaire regarding their health condition and recently traveled areas. The questionnaire is not mandatory.
- All employees who work inside the hotel must take their temperature when entering the hotel. We are also strongly enforcing washing hands and gargling among the staff and also keeping track of their health conditions through a health check sheet.

We will pay close attention to the development of this matter and above actions will be revised appropriately.

Thank you very much for your understanding.

General Manager, Hotel Okura Fukuoka