

January 2022

TANGO KAIRIKU KOTSU Co., Ltd.

### **Efforts to prevent the spread of COVID-19 infection and requests to customers**

We wish to express our heartfelt sympathy to the people who have been infected with the COVID-19, and those who have had their day-to-day lives affected by the spreading infection. We sincerely pray for their speedy recovery and the earliest possible containment of the pandemic.

TANGO KAIRIKU KOTSU is committed to offering a safe and comfortable experience to all customers. We are making all possible efforts to minimize risks regarding COVID-19 based on "Guidelines for Preventing the Spread of Novel Coronavirus Disease".

#### **Our efforts**

The following are a few examples of specific measures we are taking.

1. Managing employee health thoroughly
  - Not working when showing signs of illness such as fever, coughing, etc., and promptly seeing a doctor in such cases.
  - Use of surgical masks when on duty.
    - To take measures against heat stroke, we may not wear a mask after having confirmed that we are not in close proximity to the customer. We kindly ask for your understanding.
  - Encouraging and exercising frequent handwashing and disinfecting.
2. Disinfecting and ventilating regularly each facility such as ticket counter or inside the car
  - Please kindly note that the temperature inside the bus, boats and cable car may not be maintained properly due to the enhanced ventilation.
3. Installing the sheets to prevent droplet infection at ticket gates, ticket office, and crew seats in buses, boats and cable car.
4. Limiting usage of some seats in the bus, boats and cable car to Avoid the "Three Cs"
5. Coupon sales on the bus is suspended temporarily.

#### **Requests to customers**

In order to minimize risks regarding COVID-19 for all our customers and employees, we request your cooperation as follows.

1. When using our facilities, be wearing the face mask, use hand sanitizer placed at the entrance. And you are requested to refrain from talking.
2. Please refrain from visiting our facilities if you have a fever over 37.5 degrees or are not feeling well.
3. Please keep a distance from others as possible.
4. Please take your trash home with you.
5. We use trays for cash transactions with customers for social distancing.

We apologize for the inconvenience. Thank you for your understanding.