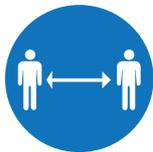


COMMITMENT ON HEALTH & SAFTY MEASURES



As the effects of COVID-19 continue to affect our daily lives, we are taking various measures to ensure the safety and security of our customers and employees at JR tower hotel nikko sapporo.



1. Public Areas

- Body temperature measuring devices are installed to check the health of visitors.
- We ask for your cooperation to ensure each guest and our staff has sufficient personal space (social distance).
- Depending on the number of guests, reservations and entry may be restricted.
- A transparent partition board is installed at the front reception and the cashier counter.
- Air purifier equipments are installed, which is expected to have a high effect of suppressing bacteria and viruses.
- Hand sanitizer has been placed in various places including the hotel entrance.
- The areas that are touched by many people (e.g. room key, doorknob, table, writing instruments, etc.) are sprayed and wiped down with a highly concentrated alcohol disinfectant solution.
- We have suspended use of the hand dryer in the restroom and installed disposable paper towels.
- The ventilation will be carried out using air conditioning equipment throughout the building.
- When dishes are being served buffet style, we will request that face mask and disposable vinyl gloves be worn and we will increase the frequency common items such as tongs are switched out.

2. Hotel Staff

- We check the physical condition of employees by measuring their daily body temperature and filling out a company-specified "health check sheet." We are strictly enforcing frequent hand washing and hand disinfection.
- Employees wear a surgical mask while commuting to work and while performing their duties.
- Depending on the department, employees may be required to wear gloves or face shields when performing their duties.
- Guidance for accompanying guest to the room after the check-in procedure is available only if the guest wishes.

3. We humbly ask for your kind cooperation on the following:

- Kindly refrain from visiting our facilities should you have fever more than 37.5°C(Celsius) / 99.5°F(Fahrenheit) or in poor health condition.
- We ask for your cooperation to ensure each guest has sufficient personal space (social distance).
- If you feel fever, respiratory symptoms, or fatigue during your stay, please call the front desk or inform a nearby employee soonest possible.
- When visiting the hotel, we encourage use of face masks, wash your hands, and sterilize your fingers at various points inside the hotel.