

August 24, 2020

Dear customers

Tobu Railway Co., Ltd.

Measures to prevent the spread of novel coronavirus (COVID-19) infection

As essential infrastructure underpinning the daily lives of local communities, we are taking measures to prevent the spread of novel coronavirus (COVID-19) infection so that our customers can use our railways with peace of mind.

1 Measures taken at stations

(1) Provision of alcohol-based hand sanitizer

Alcohol-based hand sanitizer is provided for customers at major stations.



(2) Cleaning and sterilization of equipment

Areas that customers come into contact with (ticket machines, escalator handrails, staircase handrails, etc.) are cleaned with antibacterial detergent.



(3) Installation of virus remover at station counters

(4) Installation of vinyl curtains to prevent droplet infection at station counters

(5) Employees wear masks and face shields*

Masks and face shields are provided and worn to prevent infection between employees and customers

*Face shields are worn on platforms when checking express tickets and other items.



[Virus remover]



[Vinyl curtain]



[Masks and face shields]

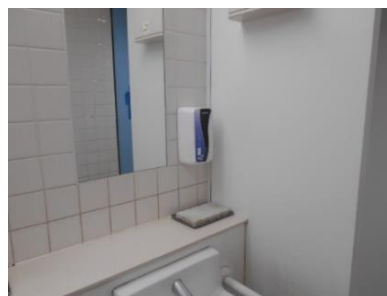
(6) Maintain social distancing

(Clearly indicate where customers need to stand when waiting in line)

Clear markings on the floor ensure that customers space themselves apart when waiting in line at station counters and in front of ticket machines.



(7) Provision of hand soap at restrooms



(8) Installing Ultraviolet Air Sterilizers at waiting rooms and walk-in counters

Ultraviolet Air Sterilizers which have high sterilizing power and the function of virus neutralization (by air circulation) will be installed at waiting rooms and walk-in counters at some stations.

(Ultraviolet Air Sterilizers have been installed from the middle of August, 2020.)



[Ultraviolet Air Sterilizers]

2 Measures taken inside trains

(1) Cleaning and sterilization inside trains

Areas that customers come into contact with (straps, handrails, etc.) are cleaned with antibacterial detergent.



(2) Antiviral and antibacterial treatment

Long-lasting antiviral and antibacterial coating is applied to straps, seats, etc.

(*Gradually from late June 2020)



[Stickers posted]

(3) Ventilation inside trains

Trains are ventilated with air conditioning and ventilation systems, and by employees opening windows (about 10 cm when air conditioning is in use).



(4) Employees wear masks and face shields

(5) Use of coin trays

Masks are worn to prevent infection between employees and customers. Also, face shields are worn when making the rounds of express train cars, and coin trays are used for cash transactions.



[Face shield]



[Coin tray]

3 Other

(1) Seat selection when purchasing an express train ticket

Customers can check seat availability when purchasing tickets and making reservations through express ticket vending machines and online purchase and reservation services.



[Internet purchase and reservation service



Screen to reserve seat and train car No.]

(2) What we request of our customers

We ask for your cooperation in the following matters on trains and in stations.

- Wearing of masks
- Refrain from talking
- Opening of windows to ventilate trains
- Refrain from rotating seats so that they face each other
- Stagger commuting hours to avoid rush hour



[Requests to customers to prevent infection (poster)]

(3) Key measures for employees

- Wearing of masks
- Diligent hand washing and gargling
- Rigorous employee health management (check their physical condition when they arrive at work)

*These measures are based on the Guidelines on Measures to Combat Novel Coronavirus Infection on Railways.

References:

- Guidelines on Measures to Combat Novel Coronavirus Infection on Railways
(Link to the website of the Japan Private Railway Association)
<https://www.mintetsu.or.jp/en/index.html>
- Information for railway passengers (Information for passengers on measures to combat novel coronavirus (COVID-19) infection)
(Link to the Ministry of Land, Infrastructure, Transport and Tourism website)
<https://www.mlit.go.jp/en/index.html>
- Making provisions against novel coronavirus (COVID-19) infection
(Link to the Prime Minister's Office website)
<http://japan.kantei.go.jp/>