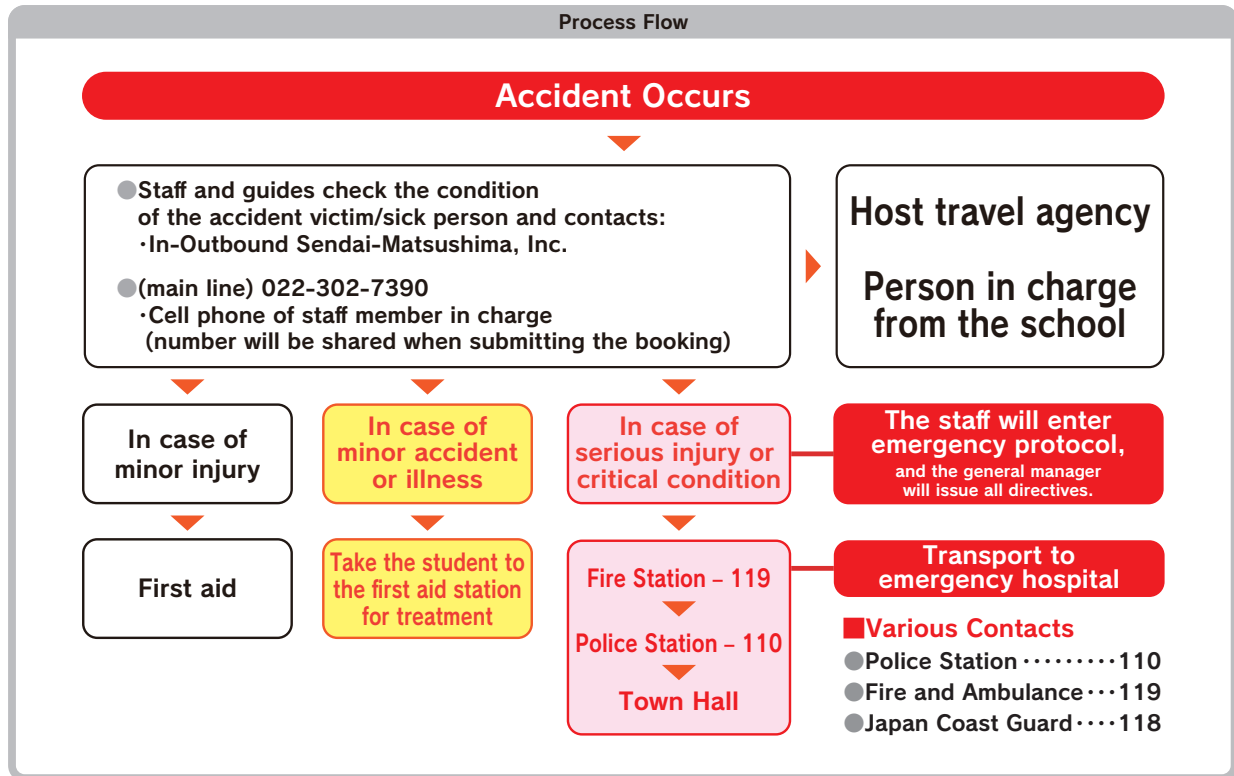


# In-Outbound Sendai-Matsushima, Inc. Emergency Response Manual

## Emergency Response



## COVID-19 Infection Countermeasures

To ensure safe participation in the tour:

### 1 We ask our customers to comply with the following

- **Health Monitoring**  
Please participate in the tour only if you are in good health. If you are not feeling well, please refrain from participating.
- **Maintenance of Health and Safety**  
Please disinfect your hands during the tour. Please ensure that you wear a mask during the tour, especially when aboard transportation.
- **Social Distance**  
We ask that you protect yourself and help us prevent infectious diseases by distancing yourself from other participants.
- **Selection of destinations**  
Please note that the tour may be cancelled, or the itinerary may change due to the infection situation in the area or the sudden illness of the tour guide.

### 2 Countermeasures of Our Tour Operators

- **Health Monitoring**  
Drivers and guides will make every effort to take care of their health and will wear masks during the tour. Staff who have a temperature of 37.5 ° C or higher, or cold symptoms will be asked to stay home.
- **Maintenance of Health and Safety**  
We will try to disinfect areas with which customers frequently come into contact.
- **Social Distance**  
We will make every effort to maintain social distance when aboard transportation and during the experiences.
- **Selection of Places**  
We will ensure the facilities and restaurants we visit during the tour have adequate measures in place.
- **On the Day of the Tour**  
The guide will take your temperature for the day at the time of assembly and will bring alcohol disinfectant as needed. The guide will wear a mask.

**Consultation Center for COVID-19 Infections (Call Center)**

**TEL.022-398-9211(Available 24 hours a day)**

#### ※ Cluster Countermeasures:

In the event that a participant is found to be infected, we may ask them about their activities before and after the tour. We will ask all participants for their contact information. Thank you for your understanding and cooperation.

#### ※ On-Site Conditions:

Some portions of the tours are still being prepared (as of March 1, 2021).