



COVID - 19: Local Guide Protocols

While Inside Travel Group (ITG) continues to monitor the COVID-19 situation closely and advise our clients on how to travel in Japan safely, we are committed to taking care of our freelance partners, too. We are implementing the following measures to ensure your health and safety, and that of our clients.

Perhaps the most important thing to keep in mind is that if we - and the Japanese government - do not think travel is safe, we would not be welcoming clients to Japan or operating tours. We will never reduce the risk threshold to zero, but we can take precautions to minimize such risk.

The following advice and information is based on the UK' s Public Health England (PHE) and the US Center for Disease Control and Prevention (CDC) as of July 27, 2020. This is subject to change based on guidance from these resources. These guidelines will be reviewed and updated every 3-weeks, as the situation and advisories surrounding COVID-19 best practices continue to change.

COVID - 19:

The virus that causes COVID-19 is thought to spread from person to person primarily through respiratory droplets produced when an infected person coughs or sneezes. Depending on the material, the virus can live on surfaces and objects from a few hours to several days. A healthy person can become infected when those respiratory droplets are inhaled or when the virus enters the body through the mouth, nose, or eyes. Spread is more likely when people are in close contact with one another (within about 6 feet).

The main symptoms of COVID-19 are:

- High temperature - this means you feel hot to the touch on your chest or back (and can often be sensed even without measuring your temperature)
- New, continuous cough - this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24-hours
- Loss or change to your sense of smell or taste - this means you' ve noticed you cannot smell or taste anything, or that things smell or taste different to normal (Source: <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>)

Severe symptoms could include:

- Shortness of breath
- Severe feeling of fatigue

If you are unwell, or display any of the symptoms listed above, you cannot guide the clients.

- If you need to cancel a day of guiding more than 3-days in advance, please e-mail the Travel Consultant who made the booking.
- If you need to cancel a day of guiding less than 2-days in advance, please call the Nagoya office.
- If you need to cancel on the day of guiding, please call the emergency phone: +81 (0) 3 6890 8665.

If you are scheduled to lead a small group tour, notify the IJT Ground Staff Manager

(mark.f@insidejapantours.com) and/or Tyler Palma
(tyler@insideasiatours.com).

Precautionary measures that must be followed when guiding clients:

It is company policy that you must always wear a mask and encourage clients to do the same.

****Note:** You do not need to wear a mask when you are eating and drinking.

****Note:** You may expense up to 1,500 yen per month, with receipts, on masks for yourself when guiding clients. This is based on online shopping estimates where the median cost per mask based on a box of 100 masks is ~39 yen. (39 yen x 31 days/month = 1,215 yen). If you feel you must exceed this amount please contact the IJT Ground Staff Manager (mark.f@insidejapantours.com) before doing so.

o If you use a cloth mask, it should be washed after every day of use. If you do not have access to a washing machine, hand wash your mask using hot water and soap for longer than 20 seconds. Dry in a sunny place if possible.

o Do not reuse disposable masks.

o You must keep a small stock of disposable masks on hand in case clients do not have one. These may be expensed at the rates above.

- Wash your hands often with soap and water for at least 20-seconds and encourage clients to do the same.

- Use contactless forms of greeting (avoid shaking hands and hugs).

- Avoid physical contact and handouts where possible. For example: passing tickets, food, etc.

- While shopping, discourage clients from touching items unless they are sure they want to buy it.

- Speak openly with clients about COVID-19 in Japan.

- o Share what measures you are taking in order to look out for their safety and well-being.

- o Share what the local protocols and customs are in Japan.

- Proactively ask how clients are feeling in a genuine and friendly manner.

For example: when greeting clients on arrival or when you first meet.

If someone looks tired or unwell, you must check in on their condition and should notify the IJT Ground Staff Manager (mark.f@insidejapantours.com) and/or Tyler Palma (tyler@insideasiatours.com).

- Minimize time spent in close contact and poorly ventilated spaces.

- Plan creative days of sightseeing to minimize the use of public transport and avoid peak travel time periods whenever possible.

- You must have a portable alcohol-based hand sanitizer that contains at least 60% alcohol when with clients.

****Note:** You may expense up to 1,500 yen per month, with receipts, on alcohol-based hand sanitizer for use when guiding clients. If you feel you must exceed this amount please contact the IJT Ground Staff Manager (mark.f@insidejapantours.com) before doing so.

o If you are distributing hand sanitizer to clients, squirt it into their hands. Do not pass the bottle from person to person.

- Though not required, if you would like to purchase and expense the cost of gloves to be used while guiding clients, please contact the IJT Ground Staff Manager (mark.f@insidejapantours.com) before doing so.

- Refrain from touching your eyes, nose, or mouth.

- If you must cough or sneeze, do so into your sleeve or elbow (not your hands).

- Educate clients on how to use widely accepted cashless payments in Japan. o For example, by putting cash onto IC cards or setting up their smartphone with Mobile Suica (if compatible). Clients can use an application like Suikakeibo to check balances and spending.

- Food and mealtimes Food and drink are an important and enjoyable part of travel. You will need to balance the experience, social needs of the clients, and safety in a thoughtful manner.

- o Do not share food and drink samples with the clients.

- o Do not share utensils and drinking vessels.

- o Whenever possible, avoid sharing communal dishes. If this is unavoidable, have a dedicated set of utensils or chopsticks for serving, and avoid passing dishes from person to person around the table.

- o Avoid buffet meals.

- Continually monitor hygiene and safety protocols when you are guiding.

Should any museums, suppliers, or accommodation fall short in any regard that might put our clients, yourselves or others at risk, please contact the IJT Ground Staff Manager (mark.f@insidejapantours.com).

- When guiding clients, consider using the Japanese Ministry of Health, Labor and Welfare' s Contact Confirmation Application for smartphones. It can be downloaded from the Google Play and Apple store.

If you receive notification of possible exposure to COVID-19, please contact the IJT Ground Staff Manager (mark.f@insidejapantours.com) and/or Tyler Palma (tyler@insideasiatours.com). Your cooperation is important and appreciated as we do our best to ensure our clients can enjoy a happy, healthy, and safe holiday in Japan.

I have read and understood the contents of this document and will follow these guidelines when guiding clients from Inside Japan Tours.

I have read and understood the contents of this document and will follow these guidelines when guiding clients from InsideJapan Tours.

Name (printed): Nobuaki Nagata

Signature: Nobuaki Nagata Date: 1st August, 2020