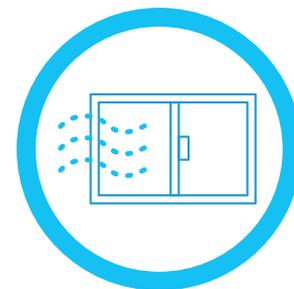
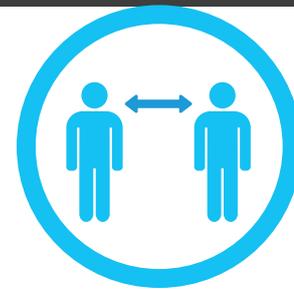
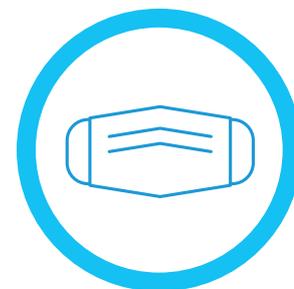


# Guidelines for Safe and Secure Business Events in Yokohama



Measures to hold business events with minimizing the infection risk. 2nd edition



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## Preface

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**Takeharu Yamanaka**  
Mayor of the City of Yokohama

The City of Yokohama regards the business events sector as a promising area of growth. We strive to attract more events to our city, with a focus on mid-to-large-scale international conventions and medical conferences.

While countless events were inevitably canceled or postponed when the COVID-19 pandemic broke out in 2020, they are gradually returning to Yokohama with hybrid options. Although the format of events has adapted to combine both in-person and virtual experiences, physical events that allow face-to-face exchange will always be vital in furthering academic research and industrial innovation.

These newly revised guidelines will provide you with more concrete and practical information based on experience gained through a number of business events held amidst the pandemic.

We hope that organizers will follow the guidelines and take all possible measures to make events healthy and safe for participants.

I sincerely hope that Yokohama will continue to build its reputation as a welcoming and safe convention city and develop as an attractive destination for business event organizers.



**Hideaki Kato, M.D.**  
(guideline supervisor)

Director, Infection Prevention and Control Department, Yokohama City University Hospital Lecturer, Department of Hematology and Clinical Immunology, Yokohama City University School of Medicine

Since the previous guideline has been issued, the infection situation has changed, that is, while the vaccination rates have been rising and the symptoms have become less severe, the number of infected people has been increasing because of emerging variants. However, the basic measures remain the same: wear a mask avoid congestion, and ventilate appropriately.

As we have learned more about COVID-19, we now know that to prevent aerosol transmission through conversation is more important than to prevent contact transmission.

Keep in mind to wear a mask during a conversation and ventilate adequately, as well as avoid handing and sanitize frequently.

While the organizers are responsible of choosing an appropriate venue and etc., measures such as mask-wearing and health management are up to the awareness of each individual participant. We hope the organizers and participants will cooperate to make a safe and successful business event.



# Basic infection prevention measures

## Infection routes of COVID-19

### Droplet transmission

The COVID-19 virus infects through droplets released from infected people by coughing, sneezing, or talking. The droplets adhere to the mucosal surfaces of the mouth, nose and eyes, and transmit the virus. When the droplets are big enough to be visible, they fall within 1-2 meters. It is important to wear a non-woven mask to keep a distance of 1-2 meters or more from other people in order not to inhale droplets.

### Aerosol transmission

The COVID-19 virus infects through aerosols released by speaking, singing, coughing, sneezing, etc. Aerosols are invisible particles that can stay in the air for a few minutes and are considered as the major route of COVID-19 infection. It is important that those who speak and cough wear a mask to prevent from releasing aerosols.

### Contact transmission

The COVID-19 virus infects through physical contact with the skin or the mucosal surfaces. Besides, it is also the cause of infection to touch the eyes, nose, or mouth with the same hands that touched something with droplets released from an infected person.

\*However, this is considered as the minor route of COVID-19 infection.

## General infection prevention measures against COVID-19

### Handwashing

1. Wet your hands with running water, apply soap, and rub the palms together well
2. Lather and rub the back of your hands
3. Rub your fingertips and under your nails thoroughly
4. Clean between your fingers
5. Twist and wash your thumb with the other hand
6. Clean your wrists



### Coughing manners

1. Wear a mask
2. Cover the nose and mouth with a handkerchief or a tissue
3. Cough or sneeze into your elbow, sleeve, or inside your jacket



### Wearing a mask

1. Cover your nose and mouth entirely
2. Cover to your chin and make the mask fit well
3. Take only the ear loops to put on / take off the mask
4. Use non-woven masks of reliable quality



## Vaccinations

The COVID-19 vaccines have been proven to be effective against infection, the onset, and severe symptoms. Vaccination is expected to relax movement restrictions and promote holding business events.

## II.

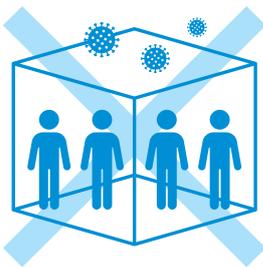
# Infection risks at business events

In holding business events, it is necessary to take specific measures against each infection risk.

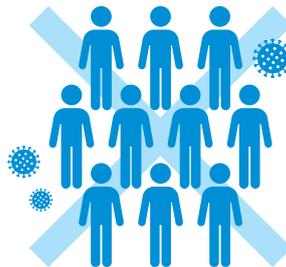
### Infection Risk 1

## Places/situations at risk of the Three Cs

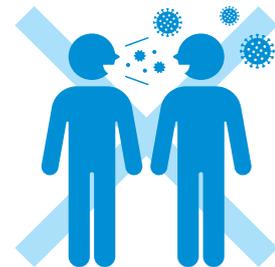
It is necessary to avoid the Three Cs and keep physical distance about 2 meters (at least 1 meter).



Closed spaces with poor ventilation



Crowded places:  
with many people nearby



Close-contact settings:  
such as close-range conversations

### Infection Risk 2

## Places at high risk of infection

It is important to wear a mask which is effective in preventing droplet/aerosol transmission to minimize the infection risk when participants, speakers, organizers, exhibitors, and event staff, etc. converse. In addition, it is necessary to specify places where might be frequently touched, such as shared equipment and doors, then take appropriate measures to them.

### Places at risk of droplet/aerosol transmission

Common spaces	Distance between people in a crowd etc.
Registration desk / cloakrooms	Queues, distance between participants and event staff, etc.
Session rooms	Queues at entrance/exit, participants seating layout, distance between speakers, distance between participants and speakers, ventilation state, table/chair layout, etc.
Exhibition halls	Booth layout, aisle width, distance between participants and exhibitors, etc.
Party/reception venues	Eating without a mask, table/chair layout, loud voice during stage performances, distance among participants at a standing buffet or cocktail event ventilation state, etc.
Facility	Fenestration, ventilation state, etc.

### Places at risk of contact transmission

Shared equipment	Tables, chairs, elevator buttons, escalator and other handrails, restrooms etc.
Registration desks / cloakroom	Cash, credit cards, ID cards, congress bags, programs and other handouts, baggage, number tags, etc.
Session rooms	Doors, tables, chairs, microphones, simultaneous interpretation receivers, shared laptops, lecterns, etc.
Exhibition halls	Booths, exhibits, handouts, business cards, etc.
Party/reception venues	Doors, tables, chairs, dishes, cutlery, glasses, tongs, etc.



## II. Infection risks at business events

Infection Risk  
3

### Venue Capacity

It is necessary to investigate whether participants can practice social distancing, considering the estimated number of participants and the capacity of the venue. In imposing admission restriction, it needs to be determined based on the maximum capacity of the entire facility as well as that of the individual rooms.

Infection Risk  
4

### Transportation/accommodations

It is necessary to take infection prevention measures which have a wide influence on places where people gather, for example, public transportation, accommodations, and restaurants, since a large number of participants visit from both inside and outside of Japan.

It is essential to confirm that quarantine has passed since participants from overseas entered Japan as well. In addition, there are infection prevention measures at the individual level as listed below.

\* The required length of quarantine should be determined according to the government policy on entry.

## Infection prevention measures at the individual level

### 1. On public transportation

Check on body temperature before going out, wear a mask, sanitize fingers and hands, refrain from talking, choose times/carriages that avoid crowds, make a cashless payment or use IC cards, avoid the Three Cs at waiting areas and ticket vending machines, etc.



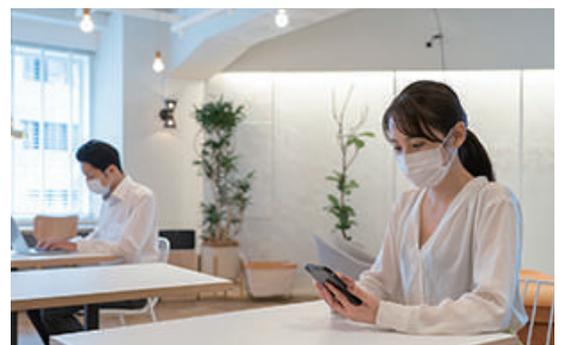
### 2. In accommodations

Screen body temperature by thermographic camera, sanitize fingers and hands, wash hands, ventilate regularly, avoid crowds in dining room, etc.



### 3. In restaurants

Wear a mask except during eating or drinking, refrain from talking, refrain from dining/drinking in a group, sanitize fingers and hands, wash hands, make a cashless payment, etc.



# Ⅲ. Measures before the event

## Establish operation system

In holding a business event, it is important for organizers to assess the infection risk beforehand and determine the policy on infection prevention.

### 1. Checking on the latest infection situation and guidelines

■ Considering the infection situation, check on the latest information on the alert level and the guidelines issued by the Japanese government, Kanagawa Prefectural Government, and the City of Yokohama

©Ministry of Health,  
Labour and Welfare website



©City of Yokohama website



### 2. Defining the division of roles and the scope of responsibilities among the event staff

■ Define the division of roles and the scope of responsibilities for infection prevention between the organizers, event operators, and venues, etc., and appoint the persons to be responsible for each role.

■ Each responsible person establishes the system that enables to investigate how infection prevention measures work.

### 3. Determining the policy on infection prevention measures

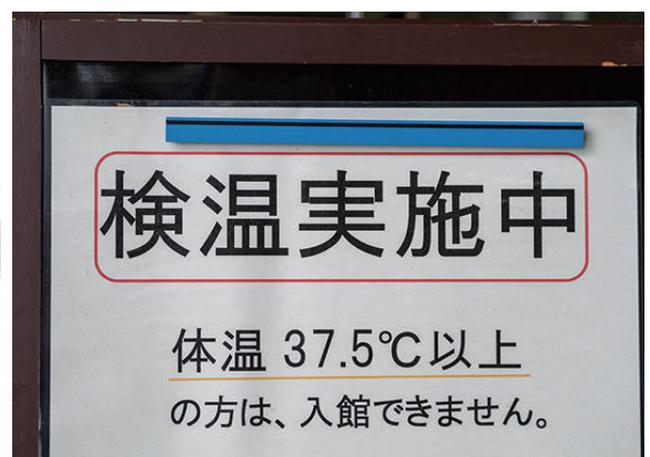
■ Set criteria for judging cancellation, postponement, scaling down, and a changing format of the event (e.g., virtual or hybrid). The process and deadline for a conclusion also need to be set beforehand.

■ Determine the refund policy if the event charges registration fee.

■ Set on participation criteria for participants, speakers, and guests coming from overseas.

■ Decide on the operation when participants or event staff is suspected to be infected.

■ Set criteria for requesting participants to refrain from participating.



## III. Measures before the event

# Infection prevention measures and participants treatment

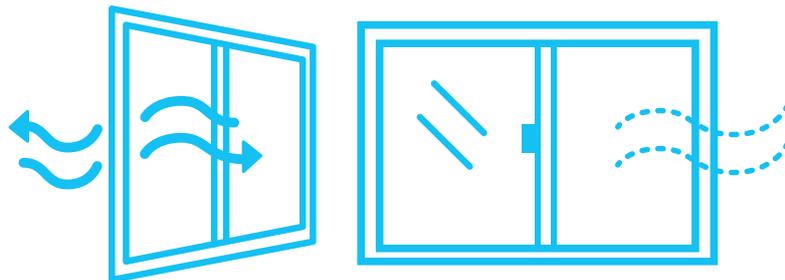
## 1. Measures to minimize infection risk

### ■ Select the venue and consider its usage

(E.g.) Choose the venue that enables to practice social distancing based on the estimated number of participants.

Utilize venues and outdoor spaces that enables to ventilate adequately.

Shorten setup/breakdown time by simplifying construction of booths etc.

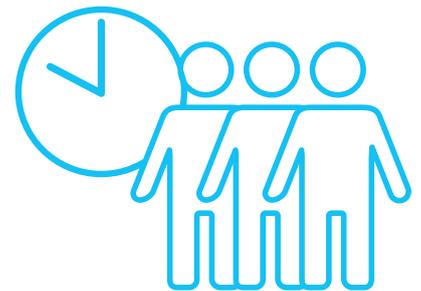


### ■ Consider how to keep participants dispersed

(E.g.) Avoid congestion at the registration desks by adopting pre-registration.

Adopt pre-registration system that does not require to face any event staff.

Stagger the starting/finishing time of each program to avoid congestion at lobbies and restrooms.



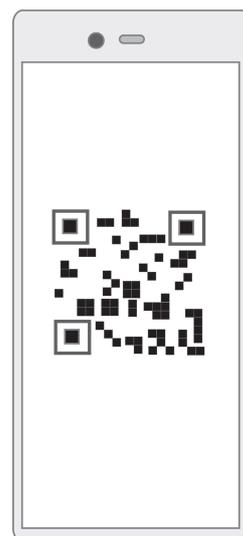
### ■ Consider utilization of new technology and systems

(E.g.) Adopt non-contact registration and cashless payments using ICT systems.

Introduce a pre-reservation system for event programs.

Combine in-person/virtual holding method.

Digitize handouts.



## 2. Preparations for participants treatment

■ Establish the operation system that enables contact tracing in case of infection, requiring online pre-registration. In addition, consider how to explain plainly about the online registration.

■ Consider how to ask participants to submit health check sheets and contact information sheets.

■ Consider how to provide essential information, such as criteria for refusing entry, requesting to refrain from participating, etc.

## III. Measures before the event

# Advance preparations and prior explanations for emergency

## 1. Preparations of emergency response

- Prepare the manual (digitally preferred) in the suspected case of COVID-19 infection.
- List names and contact information of all event staff so that they can be contacted when the infection is confirmed after the event.
- Promote all participants including event staff and exhibitors to submit health check sheets and contact information sheets.
- Prepare alternative plans in the case where speakers are unable to attend.
- As for speakers and guests coming from outside Japan, respond flexibly, for example, shifting to virtual sessions etc. according to the latest information on entry restrictions.
- List the medical institutions where people suspected to be infected can have a medical examination. In addition, check on whether foreign language support is available. Moreover, consider having onsite doctors and nurses.

## 2. Prior Explanations to event staff

- Explain infection prevention measures and emergency response to all event staff.
- Distribute manuals as necessary.

### ☆An example of health check sheet☆

- I do not have a fever higher than normal temperature.
- I do not have a cough and a sore throat, etc..
- I do not have a symptom of impaired taste nor smell.
- In the past xx days, I have not been in close contact with an infected person with COVID-19.
- In the past xx days, I have not been to countries or regions where the Japan government restricts to enter or requires quarantine after entry into Japan, nor have I been in close contact with any residents in such countries or regions.

\*Submitted information can be provided to public health centers or other public institutions as necessary.

I hereby certify that the above are true and correct.

Date (yyyy/mm/dd):

Signature: \_\_\_\_\_

## III. Measures before the event

### Announcement

Prior to the event, it is important to announce the infection prevention policy and measures to be taken on the event website and other channels. In addition, request details need to be announced to participants, speakers, exhibitors, and the media.

#### Main contents of announcement

##### 1. Policy on holding events and criteria for refraining from participating

Announce that the event is held according to the alert level and the guidelines issued by the Japanese government, Kanagawa Prefectural Government, and the City of Yokohama.

Also, announce the criteria for refusing entry and requesting to refrain from participating.

(E.g.) Have a fever (of 37.5 degrees or above) or symptoms of a cough or a sore throat.

Found to have been in close contact with an infected person with COVID-19.

##### 2. Requests for cooperation from participants

Request participants to cooperate for infection prevention measures as listed below.

(E.g.) The policy on infection prevention measures and pre-registration.

Social distancing, wearing a mask, handwashing, sanitizing, and coughing manners.

Avoidance of crowds on public transportation.

The usage of the venue and the operation of confluence, entry, and exit.

(If necessary) Cooperation for Post-event survey.

Avoidance of crowds in dining and the selection of certified restaurants even in their private time.

##### 3. Management of thorough pre-registration and participant list

Ask participants to register their information beforehand. Pre-registration enables organizers to contact participants by email on important information.

Moreover notify the possibility that the participant information can be provided to public health centers or other public institutions in case of emergency and the retention period of the participants lists, etc.

## III. Measures before the event

### Preparations before the event

In holding business events, it is necessary for organizers to keep the following in mind and respond them as necessary.

#### 1. Submit a “Infection Prevention Safety Plan”

■ From March 22, 2022, it has been mandatory to submit an "Infection Prevention Safety Plan\*1" for all events with more than 5,000 participants and 50 percent of the venue capacity to the Kanagawa Prefectural Government at least two weeks before the event. (Prior consultation on the events with more than 1,000 participants has become unnecessary.)

#### 2. Prepare the checklist to hold events

■ As for events (either with or without loud voice) with less than 5,000 participants or 50 percent of the venue capacity, confirm the infection prevention measures at the event are appropriate with the “Infection Prevention Measures Checklist\*2” .

Also, announce the checklist publicly on the event website, at the entrance of the venue, etc.

■ Store the checklist for one year after the event, although it does not need to be submitted to the prefectural government. The checklist is not necessary when a “Infection Prevention Safety Plan” is submitted.

		Venue capacity		
		less than 5,000 people	5,000-10,000people	More than 10,000 people
With loud voice*3		Up to half of the venue capacity		
Without loud voice*4	Infection Prevention Safety Plan (not submitted)	Up to the venue capacity	Up to 5,000 people Up to half of the venue	Up to half of the venue capacity
	Infection Prevention Safety Plan (submitted)		Up to the venue capacity	

\*1, \*2 Confirm the prescribed form issued by the Kanagawa Prefectural Government on the Kanagawa Prefectural Government website.

\*3 Definition of loud voice: when the audience or other participants repeatedly and continuously speak out, much more loudly than the organizers.

\*4 When “Infection Prevention Safety Plan” is not to be submitted, the checklist must be announced publicly.

“Infection Prevention Safety Plan” needs to be decided on the premise that the event is "without loud voice."

#### Infection prevention measures for holding events (Kanagawa Prefectural Government website)

<https://www.city.yokohama.lg.jp.e.sj.hp.transer.com/kurashi/kenko-iryu/hokenjo/shi-hokenjo/about.html>



# IV.

## Measures during the event

### Common spaces / registration desks / cloakrooms

It is necessary to take appropriate measures based on the predetermined infection prevention policy at the event.

#### 1. Common spaces

- Stagger the starting/finishing time of each program to avoid congestion at lobbies and restrooms.
- Display the request for cooperation in infection prevention measures on digital signage.

#### 2. Registration desks / cloakrooms

##### A. Registration method

- Shorten waiting time by using non-contact check-in and lengthening registration time.
  - Recommend participants to submit contact information sheets (pg. 17) and health check sheets. Guide the flow of people to do that.
  - Instead of announcing in a loud voice, use megaphones as necessary.
- < Examples of measures at registration desks >
- Wear a mask.
  - Ensure enough space to avoid congestion at registration desks and in cloakrooms.
  - Promote digitization of handouts.
  - Recommend participants to look after their personal belongings by themselves.

##### B. Check on body temperature and health condition

- Screen the body temperature (by thermographic camera, etc.) of all the people involved including participants and speakers.



Please let us check your temperature

##### C. Practicing social distancing and requesting wearing a mask

- Request participants to wear a mask, as well as take measures to avoid the Three Cs according to the time of arrival, entrance, and exit.
- Set admission restriction at the areas where participants may queue up, and guide queues by floor markers and staff.

##### D. Consideration for those who have difficulty wearing a mask

- Take special measures against the higher risk of aerosol transmission.
  - Practice social distancing.
  - Use face shields, acrylic partitions, or clear vinyl curtains.
  - Guide to a separate room.
  - Prepare spare masks.



Please keep your distance in a queue



Admission is restricted in this area



Please wear a mask

## IV. Measures during the event

### Session rooms/Exhibition halls

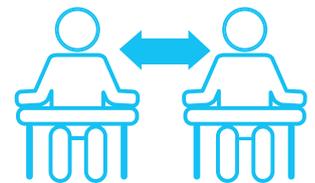
#### 1. Session rooms

##### A. Ascertain participant capacity and avoid congestion

- Ascertain the number of participants and take measures such as admission restriction. Also consider setting up a remote viewing venue.
- Guide the flow of people to avoid congestion at changeover time, by separating entrance and exit.
- Use ventilation equipment and open the door at break time for more efficient ventilation.
- Request participants to be quiet at hallways and lobbies when the doors are kept open.

##### B. Infection prevention measures for participants/speakers

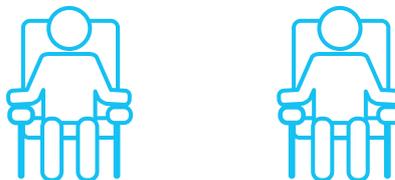
- Keep physical distance among speakers/participants and set up acrylic partitions as necessary when they do not wear a mask.
- Keep shared equipment such as microphones and receivers clean, by wiping them at least once a day. (It is not necessary to wipe with sanitizer after every use.)
- Place hand sanitizer at venue entrance, aisle, and common space and recommend sanitizing fingers and hands.
- Display infection prevention measures on the screen before the event program starts.



Keep seats apart

##### C. Venue setup

- Keep participant seats about 1 meter apart or set up acrylic partitions when they do not wear a mask.
- When the seats are fixed, consider reducing the number of seats to avoid congestion.
- Keep speakers 2 meters (at least 1 meter) apart when they do not wear a mask. Also consider setting up acrylic partitions around speakers.
- Basically, prohibit from standing to watch.



Have a seat apart

#### 2. Exhibition halls

- Ascertain congestion situation and restrict admission as necessary.
- Request exhibitors to place hand sanitizers at exhibition and business negotiation spaces, and keep areas clean by wiping at least once a day.
- Request exhibitors to put handouts on the counter or digitize, although handing is not prohibited.
- Avoid providing participants with food or drink as much as possible.



Sanitize frequently

## IV. Measures during the event

### Exhibition/party & reception venues

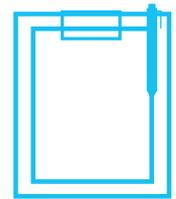
#### 1. Party & reception venues

- Events can be held either in seated and standing buffet or cocktail style. The infection risk increases in eating and drinking since participants take off a mask, so it is particularly important to take appropriate measures.
- Select the venue with enough space to ventilate adequately, considering the decided number of participants and arrange table and chair layout.  
(E.g.) Keep tables apart in seated style. Decide on the appropriate number of seats. Set up acrylic partitions in both seated and standing buffet or cocktail style when there is no room to keep adequate distance.
- Keep background music volume low to avoid talking in loud voices.
- Notify to wear a mask except during eating or drinking.
- Restrict eating and drinking in common spaces and other areas where specific measures against eating and drinking are not being taken.

### Event staff and safety management

#### 1. Prior training

Event staff must manage their own health and understand infection prevention measures at the venue. Provide staff with the manual describing the chain of command and operational guidelines during the event and train them to answer inquiries from participants.

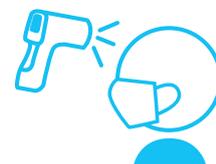


Manage your health

#### 2. Infection prevention measures for event staff

Staff includes outside personnel such as exhibitors, part-time workers, and construction staff. These personnel may change from one day to another, so it is particularly important to manage their own health as well as establish the system that enables to contact/respond immediately in case of emergency.

(E.g.) Mandatory temperature checks every morning/Stay home in case of poor physical condition / List the contact information of all event staff/Prepare a protocol for absence of staff/ etc.



Check on temperature



Stagger commute times

#### 3. Requests for the facility

Request for cleaning staff to take adequate infection prevention measures in collecting trash, and to wash hands with soap and running water after their work .



Wash hands with soap

**When a fever is confirmed at the venue: go to page 18**

# V.

## Measures after the event

### Storing/using contact lists

As the preparation for the possibility of event staff or participant become suspected to be infected after the event, create lists of event staff and participants to contact them .

- Store personal information appropriately to provide to a medical institution and public health centers as necessary.
- Dispose of the lists appropriately according to the personal information handling policy when a month has passed.



In case of infection being reported : go to page 18

### Post-evaluation of infection prevention measures

- If an infection occurred in the venue, investigate the cause and make improvements for the next event.
- If no infection occurred in the venue, adopt the scheme of this event as the basis for the next one, and take measures considering the infection situation at the time.



# VI.

# Checklist for organizers

Please make use of the checklist below, which lists points that organizers should pay attention to. Careful preparation is indispensable to hold a safe and secure business event based on this guideline.

<input checked="" type="checkbox"/> Measures before the event		
<input type="checkbox"/>	Checking on infection situation and guidelines	Check the latest information on the alert level and the guidelines.
<input type="checkbox"/>	Clarification of the division of roles and the scope of responsibilities	Define the division of roles and the scope of responsibilities among event staff, and appoint the persons to be responsible for each role.
<input type="checkbox"/>	Determination of the policy on infection prevention measures	Determine the criteria for judging, the process, and the deadline for cancellation or postponement.
<input type="checkbox"/>	Consideration of measures to minimize infection risks	Consider the way to choose and use venue, and stagger the time for movement of participant.
<input type="checkbox"/>	Preparation of emergency response	Prepare the manual in the suspected case of infection.
<input type="checkbox"/>	Preparations for participants treatment	Adopt online pre-registration system, etc.
<input type="checkbox"/>	Prior Explanations for event staff	Explain infection prevention measures and emergency response.
<input type="checkbox"/>	Announcements	Announce infection prevention measures and request details.
<input type="checkbox"/>	Submission of the "Infection Prevention Safety Plan"	Submit an "Infection Prevention Safety Plan" for large-scale events.
Measures during the event		
<input type="checkbox"/>	Common spaces	Avoid participants' congestion and request cooperation for infection prevention.
<input type="checkbox"/>	Registration desks / cloakrooms	Request to submit health check sheets and contact information sheets.
<input type="checkbox"/>	Session rooms	Avoid the Three Cs and minimize infection risk by ventilation or separating entrance and exit.
<input type="checkbox"/>	Exhibition halls	Ascertain crowding and restrict admission as necessary.
<input type="checkbox"/>	Party/reception venues	Design layout to avoid the Three Cs and wearing a mask except during eating or drinking.
<input type="checkbox"/>	Prior training for event staff	Prepare the manual of operational guidelines.
<input type="checkbox"/>	Infection Prevention measures for event staff	Check on temperature every morning, stay home in case of poor physical condition, etc.
<input type="checkbox"/>	Preparation of emergency response	Check public health centers and medical institutions and store the list of names and contact information.
<input type="checkbox"/>	Requests for the hosting facilities	Check the point in collecting trash.
Measures after the event		
<input type="checkbox"/>	Storing/using contact lists	Store contact lists to provide to medical institutions and public health centers.
<input type="checkbox"/>	In case of infection being reported	Maintain the system that enables to contact participants and other people involved.

# VI.

# Checklist for participants

To hold safe and secure business events, cooperation from participants is also indispensable. The following is the checklist to which participants should pay attention. Please notify this to participants.

<input checked="" type="checkbox"/> Measures before the event		
<input type="checkbox"/>	Checking on information	Check information about infection prevention measures from organizers such as pre-registration.
<input type="checkbox"/>	Transportation	Stagger the time to use public transportation, use IC card and cashless payment, wash hands frequently, disinfect, and wear masks on public transportation.
<input type="checkbox"/>	Health care	Check on temperature every morning. Manage the physical condition.
<b>Measures during the event</b>		
<input type="checkbox"/>	Mask-wearing	Be careful to wear a mask except during eating or drinking.
<input type="checkbox"/>	Avoid the 3Cs	Practice social distancing, refrain from talking.
<input type="checkbox"/>	Handwashing, sanitizing	Wash hands and sanitize frequently.
<input type="checkbox"/>	Eating and drinking	Shorten dining time , limit the number of people, use certified restaurants , etc.
<input type="checkbox"/>	Health measure	Follow criteria for refraining from participating , fill in health check sheets, etc.
<input type="checkbox"/>	Registration	Cooperate pre-registration, submit contact information sheets, etc.
<b>Measures after the event</b>		
<input type="checkbox"/>	Transportation	Stagger the time to use public transportation, use IC card and cashless payment, wash hands frequently, sanitize, and wear a mask on public transportation.
<input type="checkbox"/>	Notification from organizers	Ask the suspected person who might be in close contact with an infected person to refrain from going out and observe his/her health.
<input type="checkbox"/>	In poor physical condition	Ask the person to refrain from going out and check on his/her condition with antigen test kit in the suspected case of COVID-19 infection.
<input type="checkbox"/>	Information sharing	Contact public health centers (and event organizers if necessary).

# VI.

## Contact information sheet for participants

It is essential to share information with public institutions in case of emergency. Cooperate with event and venue staff and ask participants to send in contact information sheets beforehand or to fill them in at registration desks etc.

To exhibition participants,

### Request to fill in contact information sheet

The organizers may contact you when the COVID-19 infection occurs at the event. We may also cooperate with public institutions such as public health centers and provide them with your information as necessary. Please fill in contact information that can be reached promptly.

Date of attendance (yyyy/mm/dd):	Time of attendance: around :
----------------------------------	------------------------------

Name:
Telephone number:  (Please give the phone number that we can reach you.)
E-mail  (Please give the e-mail address that you check usually .)
Affiliation

**Where to submit this form: Please submit at registration desks at [venue name] on [date].**

The collected personal information is to be stored under strict confidentiality at the xxxx Exhibition Office and not to be used for any purpose other than the above.

This form is to be disposed of appropriately xx days (or xx weeks) after the end of the event.

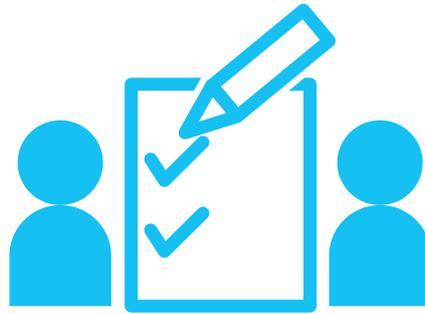
xxxx Exhibition Office Tel :

## Ⅶ.

# Operation in the suspected case of COVID-19 infection

## When a fever is confirmed at the venue

- Wear masks/gloves/face shields/etc. and keep a safe distance when treating the person.
- Guide the person immediately to an isolation space and ask to go home and consult a medical institution or public health center.
- When onsite doctors/nurses are available, consult them immediately.
- Prepare an isolation space in the venue and put up a “No entry” sign.
- Ask to inform the organizer when the person who has a fever is found to be infected after returning home.
- Ask the person where they went and who they had contact with after arriving at the venue.
- Provide personal information of participants to public health centers, etc, as necessary.



## When several participants report to have been infected after the event

### 1. Notification to public institutions

- Report immediately to public institutions such as public health centers. Cooperate with the investigation by public institutions and provide the required information to prevent further spread of infection.

### 2. Sending information to participants

- Consult with public institutions such as public health centers and contact participants who may have been in close contact with an infected person. Ask them to observe their health and take an antigen test when they have symptoms.
- Notify other participants and announce officially as necessary after consultation with a public health center.



## ◆ Japan Exhibition Association

Exhibition Industry Guidelines for Preventing the Spread of COVID-19 Infection  
(as of 10 June 2020)

[https://cdn.clipkit.co/tenants/897/resources/assets/000/000/601/original/2102176\\_covid19guidelines\\_4\\_en.pdf?1614756514](https://cdn.clipkit.co/tenants/897/resources/assets/000/000/601/original/2102176_covid19guidelines_4_en.pdf?1614756514)



## ◆ City of Yokohama website

COVID-19 prevention measures

<https://translate-en.city.yokohama.lg.jp/city-info/koho-kocho/koho/topics/covid-19/>



## ◆ About infection prevention measures related to the event (Kanagawa Prefectural Government website)

[https://www-pref-kanagawa-jp.translate.google.com/translate/docs/j8g/callcenter.html?\\_x\\_tr\\_sl=ja&\\_x\\_tr\\_tl=en&\\_x\\_tr\\_hl=ja](https://www-pref-kanagawa-jp.translate.google.com/translate/docs/j8g/callcenter.html?_x_tr_sl=ja&_x_tr_tl=en&_x_tr_hl=ja)



## ◆ New etiquette when eating and drinking "MASK eating and drinking"

(Kanagawa Prefectural Government website)

[https://www-pref-kanagawa-jp.translate.google.com/translate/docs/ga4/covid19/mask/index.html?\\_x\\_tr\\_sl=ja&\\_x\\_tr\\_tl=en&\\_x\\_tr\\_hl=ja](https://www-pref-kanagawa-jp.translate.google.com/translate/docs/ga4/covid19/mask/index.html?_x_tr_sl=ja&_x_tr_tl=en&_x_tr_hl=ja)



## ◆ The Japan National Tourism Organization (JNTO)

Japan Visitor Hotline:050-3816-2787

<https://www.japan.travel/en/practical-coronavirus-information/travelers/>



# IX.

## Information on the accredited venues for business event in Yokohama

There are some facilities that achieved “GBAC STAR™ Facility Accreditation” in the City of Yokohama. Those venues meet the international standard and enable to hold safe and secure business events.

### GBAC STAR™ Facility Accreditation

An infection prevention system created in the U.S.A. in May 2020. It is an accreditation program devised by experts and specialized in infection prevention measures. Various kinds of facilities are subject to this program, for example, hotels, restaurants, rental meeting rooms, exhibition halls, shopping centers, stadiums/arenas, amusement parks, theaters, stations/airports, schools, and hospitals.

### The first business event facility in Japan to achieve GBAC STAR™ Facility Accreditation

## PACIFICO Yokohama

In April 2021, PACIFICO Yokohama became the first business event facility in Japan to obtain GBAC STAR™ Facility Accreditation. We set our value that “be always aware of disaster prevention and offer the safe and secure facility to our guests” to realize our corporate mission that “contribute to the brighter future, supporting business platforms where people come together, and innovation comes from”. Based on this value, all staff of PACIFICO Yokohama make efforts from day to day to control the spread of infection and the infection risks associated with potential contact. We put the health and safety of our guests and staff first and make all-out efforts to prevent infection. We aim to contribute to the development of local community through attracting and holding business events to Yokohama. The attempts to prevent infection by PACIFICO Yokohama can be seen in a video as well.

<https://www.pacifico.co.jp/visitor/tabid/690/Default.aspx>



### Safety first, wellbeing always

## Hyatt Regency Yokohama

“Global Care & Cleanliness Commitment” practiced at Hyatt hotels all over the world is the attempt that reflects our corporate mission that “care about people so they can do their best.” We make further development of the safety and cleanliness protocols we have practiced and carry out the hygiene education programs to achieve GBAC STAR™ Facility Accreditation. In addition, we appoint trained hygiene & wellbeing managers (or teams) at all Hyatt hotels, follow operational protocols strictly, and offer rigorous staff training. Moreover, we cooperate with medical experts as well as experts in wide range of fields to revise safety protocols and discuss response to various situations associated with a hotel stay. Hyatt hotels aim to create a safe environment where not only our guests and customers but also our staff can stay healthy.

<https://www.hyatt.com/ja-JP/hotel/japan/hyatt-regency-yokohama/hndry/policies>



### Obtained GBAC STAR™ Facility Accreditation, the international hygiene standard

## Shin Yokohama Prince Hotel

In July 2022, Shin Yokohama Prince Hotel obtained GBAC STAR™ Facility Accreditation which proves that the facility meets international hygiene standards of infection prevention measures.

We will strive to propose new services in the “New Normal” environment to ensure the safety of our guests and fill “the one and only trip in the world” with smiles.

Prince Hotels & Resorts have decided and introduced, the “Prince Safety Commitment,” the original hygiene and sanitization standard, and have taken infection prevention measures thoroughly so that our guests can have a comfortable stay in the safe and clean space. As our measures, we have “to promote cleaning and sanitizing,” “adequately ventilate,” “strictly prevent the spread of droplets,” “enforce the hygiene practice by our staff,” etc.”

<https://www.princehotels.co.jp/shinyokohama/informations/gbaq/>



# YOKOHAMA JAPAN'S FIRST PORT OF CALL

## Contacts

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City of Yokohama  
Culture and Tourism Bureau  
Tourism and MICE Promotion Department  
MICE Promotion Division

E-mail: [bk-mice@city.yokohama.jp](mailto:bk-mice@city.yokohama.jp)



公益財団法人 横浜観光コンベンション・ビューロー  
YOKOHAMA CONVENTION&VISITORS BUREAU

TEL: +81-45-221-2111

E-mail: [mice@ycvb.or.jp](mailto:mice@ycvb.or.jp)

<https://business.yokohamajapan.com/mice/en/>