

Happy Raft Co, Ltd.  
Expansion Prevention Manual for  
The new type of Coronavirus Disease (COVID-19)

2020/6/20 Ver.4

## Purpose

The main purpose of this manual is to prevent employees, customers and local residents from being infected with the coronavirus.

- Guides and staff are not infected.
- Build an environment where customers can enjoy our tour with peace of mind without worrying about coronavirus

## Risk assessment

Compared to other events and entertainment venues held in enclosed spaces, our activities are relatively low risk and classified as “controllable activities”.

- Activities are mostly conducted outdoors.
- There are few walls in the waiting space, therefore good ventilation can be maintained.
- The number of visitors to each tour is small (from 1 to 50), and can be adjusted as necessary.

※Announcement by the Ministry of Health, Labor and Welfare <Guideline for judging whether to hold an event>

- Indoor: 100 people or less and half or less of the capacity
- Outdoors: 200 people or less and secure a distance between people of about 2m
- It is almost guaranteed to be able to maintain the distance of 2m between each person.
- It is possible to select the visitors who are at high risk after infection such as the elderly groups and people with diabetes, at the reservation stage.
- Since the details of the visitor are known, it is possible to track them easily.
- Some of the visitors are already at close contact with other people (family/school class, etc.), so it may not be necessary to create a distance of 2 m for them as a group.

## Measures and rules ①General

### Admission limitations

In order to prevent the spread of the new coronavirus infection and ensure your safety;  
Those who fall under the followings are restricted from visiting.

- Those who live in a specific vigilance prefecture where an emergency declaration are issued.
- Persons with potential health problems that fall into the "high risk" category of the new coronavirus
- Persons with signs of coronavirus infection
  - Those who have symptoms of fever (over 37.5°C) and cold
  - Those who have strong fatigue (malaise) or difficulty in breathing
  - Those who have cough, sputum, chest discomfort
  - Those who have abnormal sense of smell and taste

- When there is close contact with a person who is positive for the new coronavirus infection
  - When there is a person who is suspected of being infected with a family member or a friend around him/her
  - Those who have traveled to a country/region, etc. which the government has announced the entry restrictions and requested observation periods after entry within the past 14 days.
- Also those who have been close contact with the resident of concern within the past 14 days,
- Those who have symptoms that can be infected with the new coronavirus

### **Facility hygiene management/infection prevention measures**

- Conduct preliminary body temperature check for ALL tour participants.
- Place hand disinfectants at entrances and throughout operation facilities as much as possible, and disinfect regularly.
- Ventilate in two directions, by turning the ventilation fan and opening the doors and windows of the changing rooms and the toilets,
- Regular cleaning is required in the toilet stalls.
- Indicate that the lid of the toilet stall should be closed before flushing.
- Prohibit the use of hand dryers and common towels in toilets and changing rooms.
- Regularly disinfect shared items (where people touch often).
- Thoroughly wash your hands frequently.
- Customers and staff should always wear a mask. (Except during activities and only remove once instructed to do so)
- Recommend cashless payment or advance transfer to avoid handling of cash as much as possible.
- When crowded, refrain from waiting in the waiting space, and ask customers to wait outdoors or in their car.
- Do not hold face-to-face service for a long time (15 minutes or more/standard of close contact).
- Request customers to fill in the tour participation agreement and domestic travel accident insurance in advance.
- If possible, use the outdoor area, otherwise limit the capacity so that the distance of 2m can be maintained, and provide sufficient ventilation.
- In order to maintain social distance when transporting passengers with company cars, we will reduce the capacity of the number of people that can be boarded, and ensure the circulation of outside air, and everyone wear a mask.
- No rental of towels and swimwear will be available.
- Remote work is recommended for office staff.

### **Staff health management**

- Thoroughly check the body temperature before work, and suspend the staff who correspond to the customers entrance restrictions.
- If it is found that their family member living in the same room is infected or has contact with an infected person, their attendance will be suspended and the contact with other staff members will be accurately tracked.
- Wash uniforms and clothes frequently.

### **What to do if we get an infected person**

- Immediately report to the public health center and promptly disclose required information.
- Following the instructions of the public health center, promptly decide to close the business and thoroughly inform all concerned.
- In preparation for when it is requested to submit a list of related persons, maintain and manage a list of visitors while paying attention to the handling of personal information.

## **Measures and rules ② For each activity (event)**

### **Rafting**

- Maintain a social distance for each group during safety talk at the riverside, practice maneuvers before starting the tour, and throughout the tour respectfully.
- When handing out and checking customers life jackets, the guides will stand in front of the customer as little as possible, and conduct checks etc. from the side of the customers body. Also, at that time wear a mask as much as possible and refrain from talking.
- Do not approach other boats within 2m on the river. No splashing.
- When retrieving customers from the river and into the boat, do not pull them face-to-face as much as possible.
- When playing a game using a boat, or entering the river, avoid contact between people. (This does not apply if it is in the same group)
- Make sure that the individual paddles are not mixed or shared. (This does not apply if it is in the same group)

### **Handling of equipment**

- Rental wetsuits, shoes and spray jackets: Wash with a suitable detergent after each use.
- Helmet and paddle: Wash with disinfectant after each use.
- Life jackets and boats: Clean regularly.
- During the tour, individual equipment will be strictly separated.
- For multi-day/combo tours, cleaning can be done at the end of the course.
- Guide equipment: Guides should use personal equipment only and clean them regularly.

### **Canyoning**

- Maintain a social distance for each group during safety talk at the riverside, practice before the start of the tour, and throughout the remaining activities.
- When handling out and checking customers harness/equipment, guides will not stand in front the customers as much as possible and conduct gear checks from the sides. At that time, wear a mask as much as possible and refrain from talking.
- Consider location and distance when waiting for customers in the valley.
- When entering the water, refrain from making contact with people. (This does not apply if it is in the same group).

### **Equipment handling:**

- Rental wetsuits, shoes and spray jackets: Wash with a suitable detergent after each use.
- Helmet: Wash with a disinfectant after each use.
- Harness: Clean regularly.
- During the tour, individual equipment will be strictly separated.
- For multi-day courses, cleaning can be done at the end of the course.
- Guide equipment: Guides should use personal equipment only and clean them regularly.

### **Food and Drink**

- The Happy Cafe normal business will be suspended for the time being, and only takeout will be available.
- Meals included in the tour have changed from our typical style of delivery. After taking the hygiene aspects such as hand-washing and wearing a mask into consideration, it is prepared by specific lunch staff and provided separately to each customer.
- Thorough hygiene management of the person in charge of arrangement

- Thorough employee hygiene management
- Regularly clean and disinfect table and chairs for eating.
- Use disposable items such as cups and plates as much as possible.
- Don't share tongs, chopsticks and other equipment between groups.
- Thorough hand washing and hand disinfection after clearing up leftover food and dishes.
- Limit each table to one group, recommend seating side by side, and increase the space between tables.

### **Guest house**

Accommodation is limited to one group per Guest house.

- Taking infection prevention measures based on the possibility that asymptomatic infectious persons may be present among the guests and employees.
- Avoid contact between employees and guests as much as possible, and secure interpersonal distance (approx. 2m as much as possible)
- Installation of disinfection equipment for fingers at the entrance and facilities
- Ventilation of facilities and guest rooms
- Regular disinfection in the facility
- Daily temperature measurement and health check of employees
- Minimize the number of items that are shared with others and regularly sanitize where people frequently touch.
- For items that can be touched by the hands or mouth (cups, chopsticks, etc.), properly clean and disinfect them, or dispose of them as special measure.
- Thorough hand washing and hand disinfection.
- In the case of transportation by company car, operate with a limited number of people so that it is not crowded
- Introduce distribution of documents and introduction of videos instead of vocal explanations conducted by employees
- Discontinued use of equipment such as hand dryers
- Request to bring amenities such as toothbrushes etc.

### **Precautions for cleaning**

- Wear a mask, and keep the used bed sheets in a closed storage, so that no one touches it.
- Wear masks and disposable gloves during cleaning
- Ventilate and completely replace the air during cleaning/disinfecting facilities and equipment in the bathroom
- Clean with a commercially available detergent or bleach containing a surfactant
- After ordinary cleaning, clean and disinfect the environment surface that an unspecified number of people touch before and after starting work.
  - Floors and walls that are not touched by hands can be cleaned normally.
- Toilet (\*be aware that the risk of infection is relatively high.)
  - Regular cleaning is required in the toilet stall
  - Wipe and disinfect areas where an unspecified majority come into contact.
  - Display that the lid of the toilet should be closed before flushing
  - Install paper towels or prepare towels for yourself
  - Pay attention to ventilation by having fans running at all times

**※This guideline will be reviewed from time to time based on the infection situation in each region in the future.**