



SUNNY MAID SERVICE

To our valued customers,

NICHIIGAKKAN Co., Ltd.
Sunny Maid Service

Notice on Infectious Diseases Control Policy and Service Provision

Based on the national policy and guidance of local governments, Sunny Maid Service will continue to apply the infection control measures and provide a safe and secure service to support our customer's lifestyle. We will promote the following infection prevention measures, taking into consideration the health and safety of our customers and service staff.

◆ Infection prevention measures for employees and service workers

- We will receive thorough guidance and education on hygiene management.
- We will implement the prevention measures against the new coronavirus and influenza infection based on the guidelines of the Ministry of Health, Labor and Welfare.
- We will thoroughly implement the following necessary protective measures:
 - Washing hand properly and gargling with mouthwash
 - Using hand sanitizer before and after going out
 - Checking temperature
 - Wearing a mask at all times
 - Consulting a medical institution immediately if they have any symptoms of slight fever or weakness.

◆ Infection prevention measures when visiting to the customer's house

- Our staff will use alcohol-based products to thoroughly disinfect their belongings such as bag and room shoes before and after their visits.
- Our staff will use alcohol-based hand sterilizers to thoroughly disinfect their hands before and after their visits.
- Our staff will use alcohol-based products to thoroughly disinfect door knobs before and after their visits.
- Wearing a mask at all times.
- When providing service, the staff will wash their hands and gargle thoroughly at

the customer's house (each staff will bring a portable disinfection set and hand towel).

- Keeping the 2-meter or more social distancing rule while visiting to the customer's house.
- Avoiding direct contact when handing documents.

◆ **Kind request to customers**

- Consider using natural or mechanical ventilation of confined spaces.
- Wear a mask.
- Sign documents with your own writing utensil.
- If you or your co-residence are suspected or have diagnosed with the new coronavirus or influenza, please inform us.

Sunny Maid Service will continue to maintain and improve our quality of service in order to provide a safe and secure service to support our customer's lifestyle.

Best Regards