



SUNNY MAID SERVICE

February 21, 2020

To our valued customers,

NICHIIGAKKAN Co., Ltd.

Sunny Maid Service

Notice on the New Coronavirus Infection Control Policy and Service Provision

Sunny Maid Service will promote the following infection prevention measures, taking into consideration the health and safety of our customers and service staff due to the spread of the new coronavirus infection.

◆ Infection prevention measures for our customers and service workers

- Our staff will use alcohol to thoroughly disinfect their hands before and after their visit to the customer's house.
- 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).
- Our service workers will receive thorough guidance and education on hygiene management.
- We will implement the new coronavirus infection prevention measures for service workers based on the guidelines of the Ministry of Health, Labor and Welfare.
- We will thoroughly implement the following necessary protective measures for service workers:
 - Proper hand washing and gargling with mouthwash
 - Use of hand sanitizer before and after going out
 - Temperature check when symptoms occur
 - Recommendation to wear a mask
 - Consulting a medical institution immediately if they have any symptoms of slight fever or weakness.

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