

August 13, 2020

Osaka International Convention Center Corp.

**Request to customers regarding
COVID-19 infection prevention measures to be taken after Osaka
International Convention Center resumes operations**

Osaka International Convention Center suspended operations following the State of Emergency issued by the national government and the policy of Osaka Prefecture to prevent the spread of COVID-19. However, now that the State of Emergency has been lifted, we are resuming operations on Saturday, June 20.

As our operations resume, we will place utmost importance on the safety and security of our customers and employees, and kindly request our customers to take the following measures as a condition of using our facilities.

We are sorry for any inconvenience that this may cause, and would like to ask for your understanding and cooperation.

Please note that the content is subject to change depending on the future situation regarding COVID-19 infections.

1. Request to event organizers

① Number of people at the venue

The number of people at the venue must not exceed the designated maximum number of users as of the day of the event (June 20 to July 9: 1,000 people; July 10 to August 31: 5,000 people)

and must be half or less of the maximum capacity of each room we have otherwise designated. (For details, please refer to the attached "Maximum capacity.")

Visitors as well as event organizers and operation staff are included in the maximum number of users.

② Announcement to participants

a) Please ensure that all staff members and participants thoroughly take measures such as washing or sanitizing hands, following proper cough etiquette by using face masks or other methods, and wearing gloves. Please also ask them to take turns having breaks or meals.

b) Please announce beforehand that any person meeting any of the following conditions is requested not to participate in the event.

i) Having a fever of 37.5°C or higher

ii) Showing common cold symptoms such as coughing

iii) Having been to any country or region on which the government has placed travel restrictions or set a health observation period after arrival, or having had close contact with resident(s) of such country or region in the past 14 days

③ Registration for the Osaka COVID-19 Tracing System

Osaka Prefecture has introduced the Osaka COVID-19 Tracing System with the purpose of facilitating contact tracing when new cases are confirmed. We are posting the QR code for registering with this system at several places including the 1F entrance. Please announce that all visitors (including audience, exhibitors, installation staff. etc.; hereinafter the same meaning shall apply) are requested to register for this system.

In case of an event where many and unspecified people are to gather, we request that the organizer create a list of participants, or that the organizer register for the system, print the QR code, and post it at the conference room entrance to encourage visitors to register for the system.

④ Maintaining a sanitary environment

Please install hand sanitizers at the entrance to and within the venue.

Please do not speak loudly when guiding people or making an announcement.

Please turn down the volume of background music or other sounds to the extent possible in order to discourage people from speaking loudly.

⑤ Avoiding the Three Cs (confined spaces, crowded places, and close contact)

a) Please ventilate the venue on a regular basis by opening the doors.

* We also ventilate the venue properly using a ventilation system.

b) In the building, please arrange seats so that a proper distance is maintained between people. Please also take measures to avoid many people gathering at one time by organizing and guiding participants, or restricting admission. (Passages at the exhibition venue should be at least three meters wide)

c) When providing eating/drinking areas, please arrange the seats with a proper distance (preferably two meters; at least one meter) and in some way people are prevented from facing each other while eating or drinking. Please also ask people to keep conversation to a minimum.

d) Please request all participants to avoid shaking hands or touching others directly.

e) When providing areas where face-to-face conversations will take place (e.g., business meeting areas), please ensure that participants keep a distance from each other of at least two meters, or take measures to prevent droplet infections by, for example, installing acrylic partitions.

2. Request to visitors

① To facilitate contact tracing when new cases are observed, please register for the Osaka COVID-19 Tracing System introduced by Osaka Prefecture.

- ② Please follow proper cough etiquette thoroughly by using face masks or other methods.
- ③ Please maintain a proper physical distance (at least one meter) between participants when entering and exiting the venue.
- ④ Any person meeting any of the following conditions is not allowed into the building.
 - a) Having a fever of 37.5°C or higher
 - b) Showing common cold symptoms such as coughing
 - c) Having been to any country or region on which the government has placed travel restrictions or set a health observation period after arrival, or having had close contact with resident(s) of such country or region in the past 14 days
- ⑤ Please wash or sanitize hands thoroughly.
- ⑥ Please refrain from behavior with a high risk of infection, such as speaking in a loud voice and facing other people while eating or drinking.
- ⑦ Please keep interactions to a minimum before or after the event and during break times.

3. Infection prevention measures at Osaka International Convention Center

- ① We ensure that employees thoroughly manage their health, wash or sanitize their hands, and wear face masks.
- ② Employees check their temperature every day.
- ③ Benches in the lobby and other rest areas are arranged with a distance of at least two meters from one another.
- ④ At the reception counter, salons and other places where people meet closely, we ensure that people keep a distance of at least two meters away from each other

or take measures to prevent droplet infections by, for example, installing acrylic partitions.

- ⑤ At the restaurants and cafes in the Center, the seats are arranged with a proper distance (preferably two meters, or at least one meter) and in some way people are prevented from facing each other while eating or drinking.
- ⑥ Alcohol-based sanitizers or the like are installed in common areas such as the entrance and the lobby.
- ⑦ We sanitize common areas (e.g., restrooms, lobby), as well as spots that people frequently touch (e.g., elevator buttons), on a regular basis.
- ⑧ The prayer room and smoking area are closed.
- ⑨ We have put up instructions to remind people to flush the toilet after closing the lid, since it is considered that toilets have a relatively high risk of passing on infection. Hand dryers are not available for use.
- ⑩ We thoroughly sanitize rental baby strollers and wheelchairs.

Maximum capacity (Considering physical distancing ver.) 13.August.2020

Note:

The number of people at the venue must not exceed the designated maximum number of users as of the day of the event (June 20 to July 9: 1,000 people; July 10 to August 31: 5,000 people)

Visitors as well as event organizers and operation staff are included in the maximum number of users.

Floor	Facility	Floor area		Ceiling height m	Maximum capacity (Considering physical distancing)	
		sqm	sqf		Theater Style	School Style
12	Conference Hall	393	4,229	4.6~16.8	207	99
	1201	52	560	3.0	25	14
	1202	221	2,378	4.5	110	54
	1203	46	495	3.0	25	12
11	1101~2	133	1,431	3.0	77	44
	1101	42	452	3.0	22	12
	1102	91	979	3.0	50	28
10	1001~3	1,010	10,868	7.7	520	313
	1001~2	366	3,938	7.7	181	126
	1001	183	1,969	7.7	88	61
	1002	183	1,969	7.7	90	63
	1003	541	5,821	7.7	290	156
	1004~7	398	4,282	3.0	209	126
	1004~6 · 5~7	300	3,228	3.0	152	90
	1004~5 · 6~7	199	2,141	3.0	95	60
	1004 · 1007	98	1,054	3.0	50	34
	1005 · 1006	101	1,087	3.0	50	34
	1008	183	1,969	3.0	90	54
	1009	289	3,110	3.0	130	81
	1010	43	463	3.0	21	12
8	801~2	134	1,442	3.0	77	48
	801	67	721	3.0	33	18
	802	67	721	3.0	33	18
	803 · 806	49	527	3.0	24	12
	804 · 805	64	689	3.0	30	18
7	701~2	146	1,571	3.0	77	51
	701	46	495	3.0	22	12
	702	100	1,076	3.0	50	33
5	501~2	91	979	3.0	49	27
	501	48	516	3.0	20	13
	502	43	463	3.0	19	12
	Main Hall	-	-	-	1,369	The number of the wheelchair seatings are not included.
	Split Large Hall	-	-	-	1,116	
	Split Small Hall	-	-	-	162	
3	Event Hall ABCDE	2,600	27,976	9.4	1,000	765
	ABCD/BCDE	1,930	20,767	9.4	900	540
	ABC/CDE	1,500	16,140	9.4	714	435
	BCD	1,260	13,558	9.4	484	369
	AB/DE	1,100	11,836	9.4	510	300
	BC/CD	830	8,931	9.4	284	165
	A/E	670	7,209	9.4	289	150

* The number of people may change depending on the equipment installation.