

July 1, 2020

**For the health and safety of our customers**

## **The protection measures we take at our shops and facilities against the spread of COVID-19**

Ensuring the health and safety of our customers and staff is our highest priority. With that in mind, Kansai Airports Retail & Services is committed to preventing the spread of COVID-19 so that we can provide the safe airport experience to our customers.

We apologize for any inconvenience this may cause during this time. Your understanding and cooperation would be highly appreciated.

### **We take the following steps at our shops and facilities:**

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#### **○ How we keep our shops and service facilities safe**

- Sneeze guards are installed on the checkout counters and other service counters.
- Money and cards are delivered on a change tray.
- We regularly disinfect the surfaces and ensure adequate ventilation.
- All makeup demonstrations have been suspended.  
Customers are requested to refrain from using the in-store makeup testers.
- Vinyl sheets are installed on the cosmetic display stands.
- All in-store food/drink sampling has been suspended.
- In the lounge, we keep a distance between seats and have closed the smoking room.

#### **○ How we protect the health of our staff**

- We conduct temperature checks and health checks of our staff when reporting for work.
- We ensure that our staff wear masks, face shields or gloves and sanitize their hands.

### **Request to our customers**

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- All customers are asked to wear masks.
- Please sanitize your hands before entering the shops.
- We encourage customers to visit alone or in small groups and to make the visits as short as possible.
- Please practice social distancing while waiting in lines. We may limit the total number of customers in a shop when it is crowded.

\*We may take different steps in some shops and facilities.

We would ask for your understanding and cooperation to prevent the spread of COVID-19.

