

To our valued customers

Pasona Inc.

Response to the spread of the new coronavirus infection

Thank you very much for your patronage of Kurashinity.

As you already know, the spread of the new coronavirus in Japan is really alarming.

We would like to give the highest priority on the safety of our customers and their families, employees, thus, will further enhance and implement measures from February 19, 2020 (Wednesday).

■ For preventive and countermeasures

- 1) Wearing a mask, handwashing and gargling when visiting the clients.
- 2) Thorough disinfections of cleaning tools and materials (cleaning tools, slippers, etc.) using alcohol.
- 3) Every morning, monitoring the health status of staff using health questionnaire
- 4) If an employee comes into contact with an infected or suspected infected person, work from home for 14 days after being discovered

* Reference: Basic policy on measures against our new coronavirus

<https://www.pasonagroup.co.jp/news/tabid312.html?itemid=3380&dispmid=821>

■ If the staff is suspected of infection

-Service will be handled by the substitute staff on the scheduled implementation date, or transfer will be arranged after March.

- If you wish to cancel, there is no cancellation fee.

■ Kind request to customers

• If you have any symptoms such as fever or have been in contact with the infected person, please kindly inform to our customer center (Toll free: 0120-700-809 or Email: housekeeping@pasona.co.jp) as soon as possible.

* Reference: As a source of information on the new coronavirus

- Presidential residence of the Prime Minister

<http://www.kantei.go.jp/jp/headline/kansensho/coronavirus.html>

- Ministry of Health, Labor and Welfare

https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/0000164708_00001.html

Going forward, we will continue to prioritize the prevention of spread of infection to customers and ensure the safety of our employees, and will promptly determine a response policy based on the government's action plan according to the stage of outbreak and our safety measures.

We are asking our customers to pay attention to not to get infected and avoid spreading of infection. We appreciate your understanding and cooperation.

Thank you for your understanding.
Premium housekeeping service “Kurashinity”

【For Further Inquiries】

Pasona Housekeeping Service 「Kurashinity」

Tel: 0120-700-809

Email housekeeping@pasona.co.jp (Business Hours: Weekdays 9:00~18:00)