Regarding Coronavirus (COVID-19) Infection of a Hotel Employee

Keio Plaza Hotel Tokyo
Rikisaburo Kitajima, General Manager

In keeping with our policy of transparent disclosure of information to the public, we take this opportunity to announce that one of our hotel employee has been infected by the coronavirus. Based upon a survey conducted by the Japanese health authorities to our Hotel on March 21 (Saturday), we announced that a part-time worker was confirmed to have been infected with the coronavirus. We apologize for any inconvenience that this incident may cause our guests.

The visiting Japanese health authorities were able to confirm that there have been no identifiable infections of guests or other employee who may have had extended contact with this infected employee. Furthermore, our Hotel has taken steps recommended by the Japanese health authorities to sterilize our various facilities. We place the highest priority upon ensuring the safety and health of our guests and employee, and we are working closely with the Japanese health authorities and related Government agencies to implement the recommended precautionary measures to prevent the threat of future potential infections. Therefore, we ask for the understanding of our guests for any inconveniences which could occur from implementation of these preventative measures.

<Details of the Infected Employee>
A male in his twenties working in a lobby service capacity and a resident of Tokyo
*His main responsibility was transporting guests’ luggage to their rooms.
*He had travelled to the United Kingdom, Portugal and Spain on a private trip between February 14 to 28, 2020.

<Diagnosis Background>
According to the Japanese health authorities, the infected employee remained at home to recuperate after developing a fever and joint pains on March 13, 2020. His symptoms gradually went into remission and his fever subsided on March 16. Therefore, he returned to work wearing a mask on March 18. The infected employee, who later found out that he had met a friend outside of work on March 11 who was diagnosed with the coronavirus, consulted the Japanese health authorities and underwent testing on March 19. The results of PCR testing returned a positive result for coronavirus on March 20.

<Response>
- The Japanese health authorities identified seven lobby service employee as subjects of health observation and has instructed them to remain under self-quarantine in their homes until April 1, 2020. At the current point in time, none of the quarantined employee report any symptoms of the coronavirus.
Under normal conditions, our Hotel sanitizes elevators, guest rooms, escalator handrails, doors and door knobs, and other facilities that are frequently touched using alcohol at regular intervals. Also in response to the contact informing our employee of his infection received at 4:00p.m. on March 20, we have also extensively sanitized the various employee facilities used by the infected employee, including employee waiting rooms, elevators, cafeteria and other facilities in line with the guidelines recommended by the Japanese health authorities.

*For further information regarding our efforts to prevent coronavirus infection, please refer to our homepage using the URL listed below.