

# Countermeasures of disinfection in JR EAST

*EAST JAPAN RAILWAY COMPANY*  
*Paris Office*

*ver. May 7, 2020*

# Current situation in JAPAN

- **Number of infected people are gradually decreasing**
- **Government declared **State of emergency** whole of Japan until end of May. We follow the decision people work at home in weekday and doesn't go out in weekend**
- **We keep normal time table for passengers who must dedicate indispensable task**

## JR EAST is following their decisions

### Head quarter, Blanch office

- **Strongly request for their employees **telework**.  
If employee needs to do indispensable task, **the employee must inform their boss and commute without peak time.****

### On-site workplace(Station, Crew, Depot etc.)

- **Dealing with a minimum number of employees**

# Infection Status of COVID-19 in Japan

As of 12:00, May. 1, 14,281 cases have been confirmed.

○Confirmed cases in Japan  
【 (1) PCR test positives】

	PCR tested positive	PCR tested
Domestic cases (excluding returnees by chartered flights)	14,120 (+187)	145,243 (+7,905)
Airport quarantine	146 (+2)	28,078 (+636)
Returnees by chartered flights (Identified by quarantine policy)	15	829
<b>Total</b>	<b>14,281 (+189)</b>	<b>174,150 (+8,541)</b>

○Confirmed cases outside Japan

Country / Region	Confirmed Cases	Deaths
China*	82,874	4,633
Japan	14,281	432
South Korea	10,774	248
Singapore	16,169	14
US	1,068,696	62,951
Canada	52,056	3,082
France	129,581	24,376
Germany	163,009	6,623
India	33,610	1,075
Italy	205,463	27,967
UK	171,253	26,771
Russia	106,331	1,073
Spain	213,435	24,543
Morocco	4,423	168
<b>Total</b>	<b>3,210,003</b>	<b>231,842</b>

Minister of Health & Labor of Japan:

[https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/newpage\\_00032.html](https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/newpage_00032.html)

# Our Countermeasures for Employees



Wearing face mask

- **Compulsory** wearing of face mask
- **Frequently washing hands, sanitizing and cough etiquette**
- Installing **Plastic cover board** at ticket counter
- **Request teleworking to our office employees**



# Our Countermeasures for Passengers

- Alert to passengers about **handwashing, cough etiquette, how to wear face mask etc.** in four languages.
- **Set sanitizing tools anywhere in the station**
- Request for passengers to do telework, or commute avoiding peak time



Sanitizing tool at station public toilets



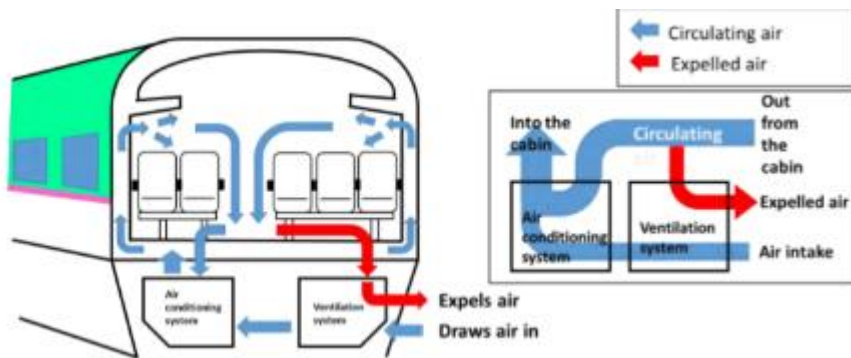
For Using information bulletin board at the station



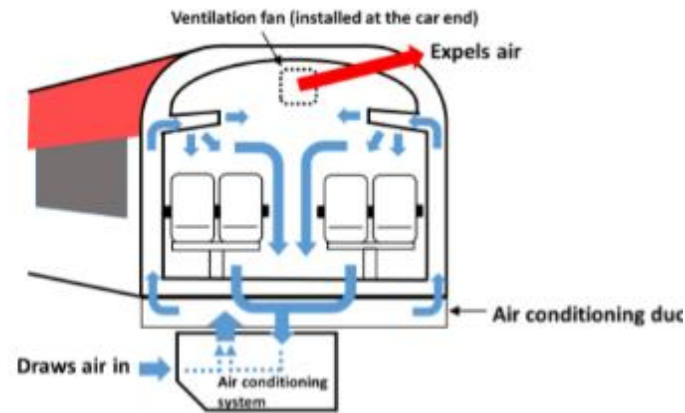
This image quote from Minister of Health & Labor of Japan:  
[https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/newpage\\_00032.html](https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/newpage_00032.html)

# Air ventilation system of train

- We announce for passengers about this circulation system, due **to reduce anxiety**
- It takes between **6 to 8 minutes for air to circulate** through the cars of **Shinkansen** trains and **limited express trains**



Shinkansen



Limited express on conventional line



Train uninstalled automatic ventilation system

- Regarding to train uninstalled ventilation system, continuously open windows in passengers car.



# Preventing contact opportunity about ticket system



Scene of activating E- ticket to Ticket validation gate

- **As premise, We have already installed **E-ticket** or **IC ticket** system before Corona crisis**
- **Passengers don't need to contact people when they get on the train (Ticket validation gate or ticket checker)**
- **Paper ticket needs to insert ticket validation gate and to be checked by ticket checker in the train.**



Scene of inserting paper ticket to Ticket validation gate

# Preventing crowded information by application

号車	車椅子	混雑率	車内温度	弱冷房車
進行方向 ↑			外気温度 22°C	
1	♿	i	22°C	
2		ii	23°C	
3		ii	23°C	
4		iii	24°C	弱
5		iii	23°C	
6		ii	23°C	
7		ii	24°C	

Expressing crowded level by smartphone application



Expressing crowded level by smartphone application

- These applications are providing passengers with crowded information before Corona crisis
- Providing some information in the passengers car (**Crowded level**, Car temperature, direction etc...)
- User can see current situation at main station entrance by using application
- These applications might have possibility to reduce creating crowded space



# Conclusion

- **Better implementation is to combine with many possible measures.** (wash hands, cough etiquette, keep social distance, Air circulation)
- **We will try to reduce anxiety for passengers.**
- **We also try to increase passengers and employees safety circumstances**

Merci de pour votre attention

**Masayoshi TOYOHARA** (JR EAST Paris Office)  
[toyohara@japanrail.fr](mailto:toyohara@japanrail.fr)