

August 01, 2020

Business Plan in accordance with Minimum Pandemic Workplace Operational Requirements by
DPHSS for:
Shobunsha Guam Corporation (dba Mapple Activity)

1. Introduction/Objective

Shobunsha Guam Corporation dba Mapple Activity (henceforth addressed as “we”) is an online tour agent providing services mainly to visitors from Japan. In order to provide service to our post-arrival customers and for regular front desk duties, we operate a tour desk for walk-in guests located at the 2nd floor of The Plaza Shopping Center and have an office space in the back for all other duties. With the current COVID-19 pandemic, below are our protocol in accordance with and as suggested in the DPHSS guideline to ensure health and safety of our employees and customers.

2. Employee – Daily Operation

2.1. Temperature measurement and reporting of symptom(s)

Upon arrival at the office and before starting work, all management and employees are required to self-check their body temperature with a non-contact type thermometer and to report any suspicious symptom(s) related to COVID-19 prior to arrival (e.g. temperature over 100.4F, coughing, sneezing, runny nose, etc.), in accordance with CDC guidelines:

<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>. Any staff exhibiting symptom(s) related to infection of COVID-19 or may have been in contact with those infected with COVID-19 will be directed to stay home and/or work remotely from home if possible, and will be asked to get tested for infection. If one receives a positive result for infection, he/she will be directed to stay home in quarantine until fully recovered and CDC criteria are met.

2.2. Social distancing

Each space (front desk and office) will be implemented an occupancy limitation. Front desk will be limited to only 1 staff at a time, while office will be limited to 3 staffs maximum. All desks in the office space are 6 feet apart from each other, and all staffs are asked to keep the recommended 6 feet social distance from each other at all time. Work shifts and telework will be advised and decided accordingly with safety in mind.

2.3. Masks

All staffs are required to wear masks at all time except during consumption of food and drink in the workspace.

2.4. Sanitization

Desks, computers, pens, utensils, telephone, cell phone, and all other surfaces deemed necessary will be actively disinfected upon start, during, and at the end of the day. All staffs are to sanitize their hands upon arrival at the office and asked to wash properly and disinfect their hands regularly. Hand sanitizers will be provided for the staffs to use.

3. Visitors

3.1. Visitors shall schedule an appointment beforehand if in-person meeting is required.

3.2. Visitors shall meet with our staff outside of the tour desk and office.

3.3. Visitors must wear protective masks at all time.

3.4. Visitors must be asymptomatic as per CDC guideline and must not have been in contact with anybody who have contracted the virus.

3.5. Visitors must not have travelled to and from a non low-risk country/area as indicated in the DPHSS website (<https://dphss.guam.gov/covid-19-dphss-mandatory-quarantine-procedures/>) in the past 14 days.

4. Customers

3.1. Temperature measurement and reporting of symptom(s)

Upon arriving at our tour desk, customers are asked to cooperate with measurement of their temperature with a non-contact type thermometer. They will also be asked if they

exhibit any symptoms related to COVID-19 infection. They will only be allowed to receive our service if they are clear of any suspicious signs and/or symptoms. Above will be held in accordance with CDC guideline: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

4.2. Social distancing

Customers are only allowed to communicate with our tour desk staff over the acrylic partition placed on top of the tour desk. Only 1 chair will be available for the customer to sit in front of the tour desk, and they will also be allowed 1 person at a time in front of the tour desk at any time. Any customer awaiting our service will be asked to wait behind each line set 6 feet apart on the floor.

4.3. Masks

All customers are required to wear a face mask upon receiving our service.

4.4. Sanitization

Chair for our customer will be sanitized with alcohol or other disinfectant wipes after each use. Writing utensils used to fill out papers will be separated into “sanitized” and “non-sanitized” boxes. Utensils in the “non-sanitized” box will be sanitized with alcohol or other disinfectant wipes and prepared regularly for customers’ use. Desk surfaces will be sanitized with alcohol or other disinfectant wipes after each visit. Hand sanitizers will also be readily available for our customers’ use and will be put away after office hours with its surfaces disinfected. After every monetary transaction whether card or cash, staffs are advised to disinfect their hands and any surface that currency has come in contact with.



Artemio Lapitan
General Manager