

April 8, 2020

Dear Sir or Madam,

JTB Sports Station

**[Announcement] Correspondence of JTB Sports Station under declaration of a state of emergency by Japanese government**

Thank you for your cooperation.

We have worked flexibly by using remote work and staggered working hours in order to avoid spreading infections of COVID-19.

We would like to announce regarding our sales structure from tomorrow to May 6<sup>th</sup> under declaration of a state of emergency by Japanese government.

Your understanding and cooperation will be highly appreciated.

A. Response when an emergency declaration is issued

a. Our sales structure

Remote work is required to all the staff based on our company policy.

However, we keep minimum number of staff in office for our service that we cannot handle by remote work.

So it may take time to response to your inquiry.

b. Sales operations

Sales staff have laptop and smartphone and can respond to your inquiry via telephones and emails even he/she is on remote work.

And they will check and share the information with administrator based on our system and workflow.

B. An important notice

The future response may be changed depending on the measures taken by the local government. In that case, the sales staff will contact to you.

C. Information about Holidays

Our company is closed on Thursday, April 29<sup>th</sup> and Friday, May 1<sup>st</sup>.

Therefore, it will be closed from Wednesday, April 29<sup>th</sup> to Wednesday, May 6<sup>th</sup>.

Please understand.

D. Inquiry

JTB Sports Station

Office Hours: 9:30 a.m. – 5:30 p.m. (Closed to every weekend, national holidays)

TEL: 06-6252-4009

E-mail address: jtbss@jtb.com