

Mori Building Introduces “Our Rules at HILLS” COVID-19 Guidelines at “Hills” Properties to Support New-lifestyle Initiatives

Tokyo, June 11, 2020 -- Mori Building Co., Ltd., Japan’s leading urban landscape developer, announced today the launch of “Our Rules at HILLS,” a set of comprehensive guidelines to be followed at facilities managed by Mori Building in Tokyo, including ARK Hills, Roppongi Hills, Toranomon Hills and others. The guidelines support new-lifestyle initiatives aimed at preventing the spread of COVID-19.

Mori Building believes that the essence of a city lies in the people who gather there and their lives. For this reason, one of its greatest challenges, and priorities, is to ensure the safety and health of people in urban areas.

The new guidelines are being enforced throughout every Hills property. Mori Building is asking for the cooperation of all personnel, including company employees, people working in on-site shops, restaurants, etc., office workers, residents and visitors, in an effort to provide the safest-possible Hills environments during the COVID-19 pandemic.

“Our Rules at HILLS” Overview

Rules to protect everyone:

1. Maintain safe physical distancing
2. Wear masks
3. Disinfect and wash hands

HILLS Safety Efforts:

1. Observe elevator usage rules
 - Maintain physical distancing
 - Wear masks and refrain from speaking inside elevators
2. Measure body temperatures of visitors (at certain facilities)
3. Conduct extensive cleaning/disinfection and install disinfectant dispensers at entrances
4. Regularly ventilate premises
5. Measure staff body temperatures before work and manage physical conditions
6. Deploy contactless payment systems and coin trays at cash registers





Physical distancing in elevators



Physical distancing in elevator halls



Hand disinfection at the entrance of retail shops



Measuring body temperatures at restaurant entrances



Measuring body temperatures of visitors



Extensive cleaning and disinfecting

In keeping with Mori Building's philosophy to "create cities, nurture cities," Hills complexes' environment is highly integrated in terms of both tangible and intangible aspects. For example, Roppongi Hills, which opened in 2003, encompasses various facilities that are coordinated with the interests of various people in an integrated "one Hills" environment. Diverse systems, know-how and interpersonal connections over the years have been synthesized in both cultural initiatives and disaster countermeasures that have been planned for the entire complex and its surrounding community.

To ensure the safety of those facilities, Mori Building implements measures together with the people who live, work and gather at these facilities in an effort to protect each other. Through "Our Rules at HILLS," the company is now considering new ways of living, working and gathering in collaboration with all people involved, in order to balance safety and services.

Based on the concept of "city to escape to, rather than flee from," Mori Building creates safe, secure, and comfortable urban complexes. Going forward, the company will continue to devise Hills-wide COVID-19 countermeasures to enhance the value of Mori Building properties as places where people can live, work and interact with peace of mind.

Reference

Mori building implemented “Our Rules at HILLS”, a set of comprehensive guidelines to ensure safety of its facilities, and it works together with the people who live, work and gather at these facilities to provide safe environments during the COVID-19 pandemic. Specific guidelines at each facility are as follows:

Guidelines within office areas

1. Enforce elevator usage rules (set safe capacities, wear masks and refrain from speaking)
2. Monitor body temperatures by thermographic camera at office entrances

Guidelines at retail facilities (all shops and restaurants)

1. Staffs wear masks and manage physical condition (take temperatures before work, disinfect and wash hands)
2. Maintain physical distancing (mark standing positions on floors)
3. Regularly ventilate premises and conduct regular disinfection/cleaning
4. Provide coin trays at cash registers
5. Refrain from holding customer gathering events, private parties and banquets for time being.
6. Manage admission to retail facilities and assure ample distance between each seat

Guidelines at cultural facilities

1. Monitor body temperatures by thermographic camera at entrances
2. Limit customer capacities inside elevators
3. Manage capacity with advance tickets specifying entry date/time online
4. Apply antiviral coatings to surfaces where visitors touch frequently
5. Do not accept group visitors for time being
6. Request visitors to refrain from speaking in exhibition areas and not to touch walls or showcases
7. Use guidance systems that visitors can access with smartphones instead of rental devices

Guidelines at residential facilities

1. Regularly disinfect common areas, back offices, disaster response rooms, etc.
2. Ventilate appropriately
3. Install sneeze-guard screens at front counters
4. Maintain good health practices among service staff (mask or face guards, disinfection, hand washing, gargling, body temperature monitoring and physical distancing)
5. Install signs requesting mask usage in common areas
6. Install signs requesting physical distancing in common areas and other facilities
7. Install signs requesting observance of elevator usage rules (reduced capacity, coughing etiquette and refrain from speaking)