

# Major actions on preventing the spread of novel coronavirus

On the train (We provide sufficient ventilation in winter as well.)

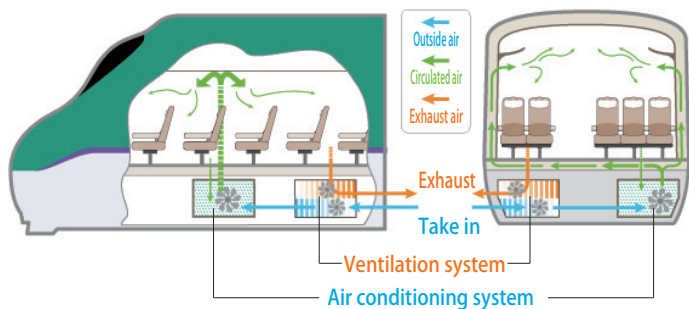
## Air circulation system in the Hokkaido Shinkansen cars (H5-Series)

JR Hokkaido has been thorough about the ventilation in the train cars to prevent the spread of novel coronavirus. For the Hokkaido Shinkansen, the outside air and inside air are replaced every 6-8 minutes by using the air conditioning and ventilation systems set up on the train.



### Image of air circulation

The air is replaced all the time by using the ventilation system although the Shinkansen has high airtightness for high-speed operation. We take in the outside air by replacing a part of the air circulated by the air conditioning system.



## Other trains



Disinfecting the hanging straps regularly

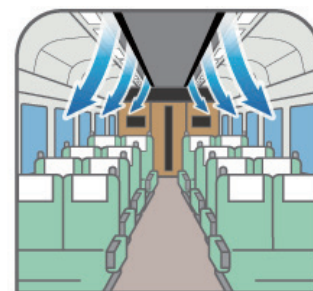


Ventilating by opening the partition doors between train cars

### Ventilating by air conditioner



Commuter train



Limited express train

## At stations



Keeping doors open all the times to improve the ventilation performance



Making a standing point clear to keep distance when lining up for the ticket counter



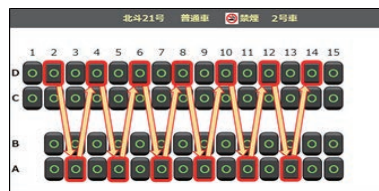
Setting up the acrylic partitions at the JR Ticket Counter (Midori-no-madoguchi) to prevent droplet infection



Setting up the plastic curtains at the counter near the ticket gate to prevent droplet infection

## Action regarding sales of reserved seats (How to keep distance)

- We use the program that can make seat reservation with keeping distance when selling reserved seat tickets.
- When selling reserved seat tickets, a station staff tries to leave spaces between passengers' seats as much as possible after checking the seat availability.
- Passengers can check the seat availability with the "seat map" when reserving and purchasing the tickets by the reserved seat ticket vending machine.  
\*Seat availability when purchasing tickets may differ from the one when taking the train.



\*The "seat map" screen of reserved seat ticket vending machine Program image e.g.)  
Seat 2-D→Seat 3-A→Seat 4-D on Car 2...  
Arrange seat locations with keeping distance

## Action for ticket inspection on the train

- Reserved seat (First-class (Green) car included)
  - A train conductor will skip the ticket inspection if passengers purchase a reserved seat ticket in advance and sit on the correct seat.
  - A train conductor may see your ticket if the sales conditions of the reserved seats cannot be confirmed. (A train conductor will check your ticket visually.)

- Non-reserved seat
    - A train conductor will check your ticket visually.
    - Passengers with a certain type of ticket such as "Book of tickets", a train conductor will stamp on the ticket just as usual.
- \*Applicable trains: All trains with a train conductor except Hokkaido Shinkansen

## Request to passengers



**Wear a mask as much as possible**  
Please cover your mouth and nose when you cough.



**Try to have less conversation**  
Please prevent droplet infection at the stations and on the train.



**Keep distance**  
Please keep a safe distance at a ticket counter etc.