

6. Responding to the New Normal

Contact-free order and payment system in the food court

A food court self-order system will be installed in parts of the food court to enable a contact-free order and payment system.

- **Sumaho de chumon (order by smartphone)**

Using the Sumaho de chumon (order by smartphone) app enables orders and payments without queuing for dining in or takeout.

- **Install self-service registers in stores**

Enabling customers to pay by themselves reduces the chance of physical contact with store employees and is a system where people can place orders with peace of mind. This is an initiative to respond to the new normal lifestyle in such ways as enhancing customer convenience, digitalization and taking measures against COVID-19.



Ticketless parking lots

This facility will introduce a ticketless parking lot system. A car authentication camera system at entrance and exit gates will be employed and tickets will not be needed when entering or exiting parking lots. Reducing time required to enter or exit parking lots will ease customer stress and help alleviate traffic congestion.



Measures complying with Mitsui Fudosan 9BOX Infection Control Measure Standards

The following measures will be taken in compliance with the Mitsui Fudosan 9BOX Infection Control Measure Standards (please refer to Attachment 7) that Mitsui Fudosan formulated to enable customers to use the facility with peace of mind.

Measures to prevent infection through aerial droplets

- ・ Install partitions to prevent the spread of aerial droplets, check temperatures using thermal cameras, etc.

Measures to prevent aerosol infection

- ・ Ensure the level of ventilation is appropriate
- ・ Install high-performance filters, antiviral filters and separately mounted air purifiers

Measures to prevent infection through touch

- ・ Promote automation of plumbing, such as in customer restrooms, reduction and automation of doors
- ・ Install non-contact buttons in elevators to make them touch-free
- ・ Implement antibacterial and antiviral control measures for frequently touched surfaces (using antibacterial and antiviral materials and applying antibacterial and antiviral chemicals)

Well-equipped with spacious outdoor parks with high natural ventilation

Spacious outdoor parks will be set up on all floors to fully enjoy with peace of mind and avoid dense crowds.

* For details, please refer to “A Variety of Nine Parks (Plazas) Spread Across All Floors” on page 3.