

# THE PLAYBOOK WORKFORCE

Your guide to a safe  
and successful Games





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 Throughout the Playbook, this symbol indicates important updates since the last version

# WHO IS THIS PLAYBOOK FOR?

Staff

Games volunteers

Contractors

Other workforce members accredited by Tokyo 2020 (OCOG)

This Playbook follows the whole journey for those workforce members coming from overseas. Workforce members who are residents of Japan should also comply with these rules; however, there are many elements that are not directly relevant to those already in Japan. If you are a resident of Japan, please pay attention to the following sections: 'Your Journey', 'Introduction', 'Residents of Japan', 'At the Games' and 'Further information'.





# STRONGER TOGETHER

This final version of the Playbook is published with just over one month to go to the Olympic Games and two months until the Paralympic Games Tokyo 2020. Qualification is coming to an end; the first athletes have already arrived in Japan for pre-Games training, getting ready for the competition that marks the pinnacle of their career.

The International Olympic Committee (IOC), International Paralympic Committee (IPC), Tokyo 2020 Organising Committee (Tokyo 2020), the Tokyo Metropolitan Government (TMG) and the Government of Japan continue to work tirelessly alongside the world's leading experts in health and sport event delivery to identify and put in place the necessary COVID-19 countermeasures that will enable the Games to take place safely.

The 'safety first' rules are there to protect you, all Games participants and the people of Tokyo and Japan.

But the success of the Games depends on every single one of us taking responsibility for following the Playbook at all times – starting now.

So please, make sure you read this Playbook carefully and understand how it applies to you – including screening testing, restrictions on where you can go, who you should spend time with, hygiene, mask wearing and physical distancing measures.

Your COVID-19 Liaison Officer (CLO) has been appointed and will be providing you with ongoing support. Ask them if you have any questions or concerns. Further detailed documents, as well as online Q&As, will continue to be available as we get ever-closer to the Games.

We know that overcoming the continued challenges will require flexibility and commitment. Just as we are asking the athletes, we are confident that if we all follow the Playbook, live the values of Excellence, Respect and Friendship, **#StrongerTogether** we can all experience Games like no other.

See you at the Games.

**John Coates**

Tokyo 2020 Coordination Commission Chair

**Hashimoto Seiko**

Tokyo 2020 Organising Committee President

# PRINCIPLES

The COVID-19 countermeasures described in the Playbook are designed to create a safe Games environment for all Games participants. Equally, they offer an additional layer of protection for our hosts, the residents of Japan. You must fully adhere to the Playbook in the 14 days before you travel, throughout your journey and throughout your time in Japan – keeping your interaction with non-Games participants to a minimum.



# MASK WEARING

**Wear a face mask at all times to protect you and everyone around you.** Masks help prevent the spread of COVID-19, as they catch droplets exhaled by an infected person. By wearing a face mask at all times – except when eating, drinking or sleeping – you'll help keep the Games safe for everyone.





# MINIMISE PHYSICAL INTERACTION

COVID-19 is transmitted through infected droplets in our breath exhaled by coughing, sneezing, talking, shouting or singing – and is passed from person to person when we are in close contact. The risks of catching COVID-19 grow in crowded, poorly-aired spaces and when we spend time in proximity to those who are infected with COVID-19. That is why it is important to minimise social interaction, wear a mask, and avoid the 3Cs: spaces that are confined/enclosed, crowded or involve close contact.

#1



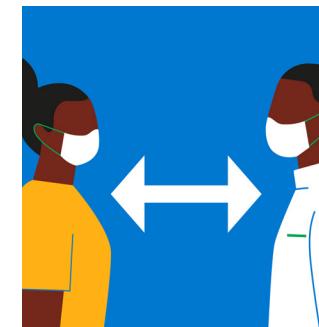
Keep physical interactions with others to a minimum (and don't forget to wear your mask!)

#2



Avoid physical contact, including hugs and handshakes

#3



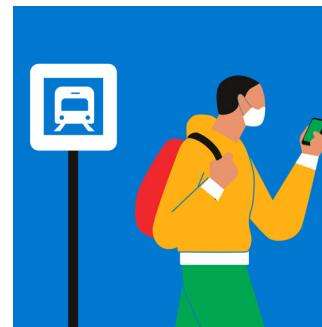
Keep two metres' distance from athletes and at least one metre from others, including in operational spaces

#4



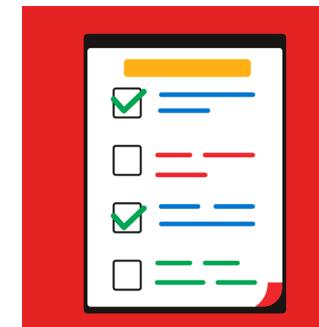
Avoid enclosed spaces and crowds where possible

#5



If you are arriving from overseas, use dedicated Games vehicles. Do not use public transport for the first 14 days

#6



For the first 14 days, only carry out activities submitted in your Activity Plan, at places on the list of permitted destinations

# TEST, TRACE AND ISOLATE

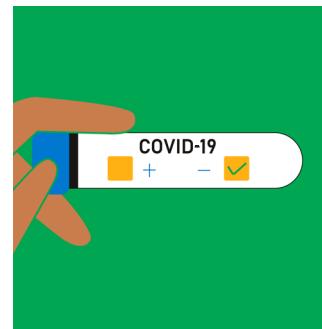
To stop the spread of COVID-19, it is vital to break the chain of human-to-human transmission. That is why it is important to have stricter protocols to identify who has the COVID-19 virus as early as possible, through testing; to understand who the virus might have been passed to, through contact tracing; and to use isolation and quarantining to stop the virus from spreading further.

#1



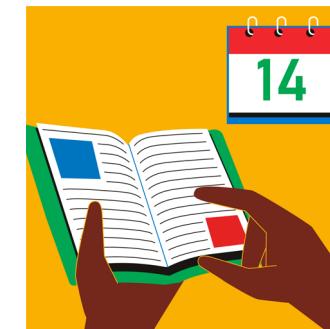
Download Japan's health reporting application, 'Online Check-in and Health report App' (OCHA) and smartphone Contact Confirming Application (COCOA), and familiarise yourself with any other technology solutions that may be used to support COVID-19 countermeasures

#2



Get tested and provide proof of negative results before you depart for the Games. You will be tested again when you arrive at the airport

#3



Follow the additional restrictions that apply to your first 14 days in Japan, detailed in your own specific Playbook

#4



Have regular screening tests for COVID-19 during the Games, as required for your role

#5



Get a test if you experience any symptoms or are told to by the Japanese health authorities. If your test is positive, you will need to isolate

**Who is a close contact?**

Close contacts are those who have prolonged contact (for 15 minutes or more) with a person who has a confirmed positive COVID-19 test, within one metre, without wearing a face mask. This is particularly applicable when such contact happens in enclosed spaces such as hotel rooms or vehicles.

Close contact cases will be confirmed by the Japanese health authorities, based on information provided by you, your organisation and Tokyo 2020.

# THINK HYGIENE

COVID-19 can live on everyday surfaces through droplets exhaled by an infected person. If we touch those objects with our hands and then touch our eyes, nose or mouth, we run the risk of becoming infected. That is why we must not forget the basics of good hygiene – regularly and thoroughly cleaning our hands, disinfecting surfaces, avoiding touching our face, and wearing a face mask at all times. Please practice thorough hygiene measures as outlined below throughout your stay in Japan.

#1



Wear a face mask at all times

#2



Wash your hands regularly and use hand sanitiser where available

#3



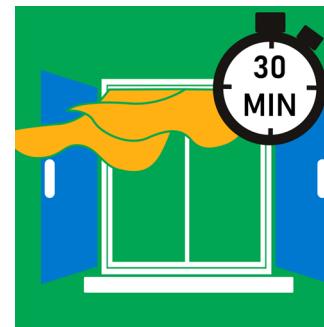
Support athletes by clapping instead of singing or chanting

#4



Avoid using shared items where possible, or disinfect them

#5



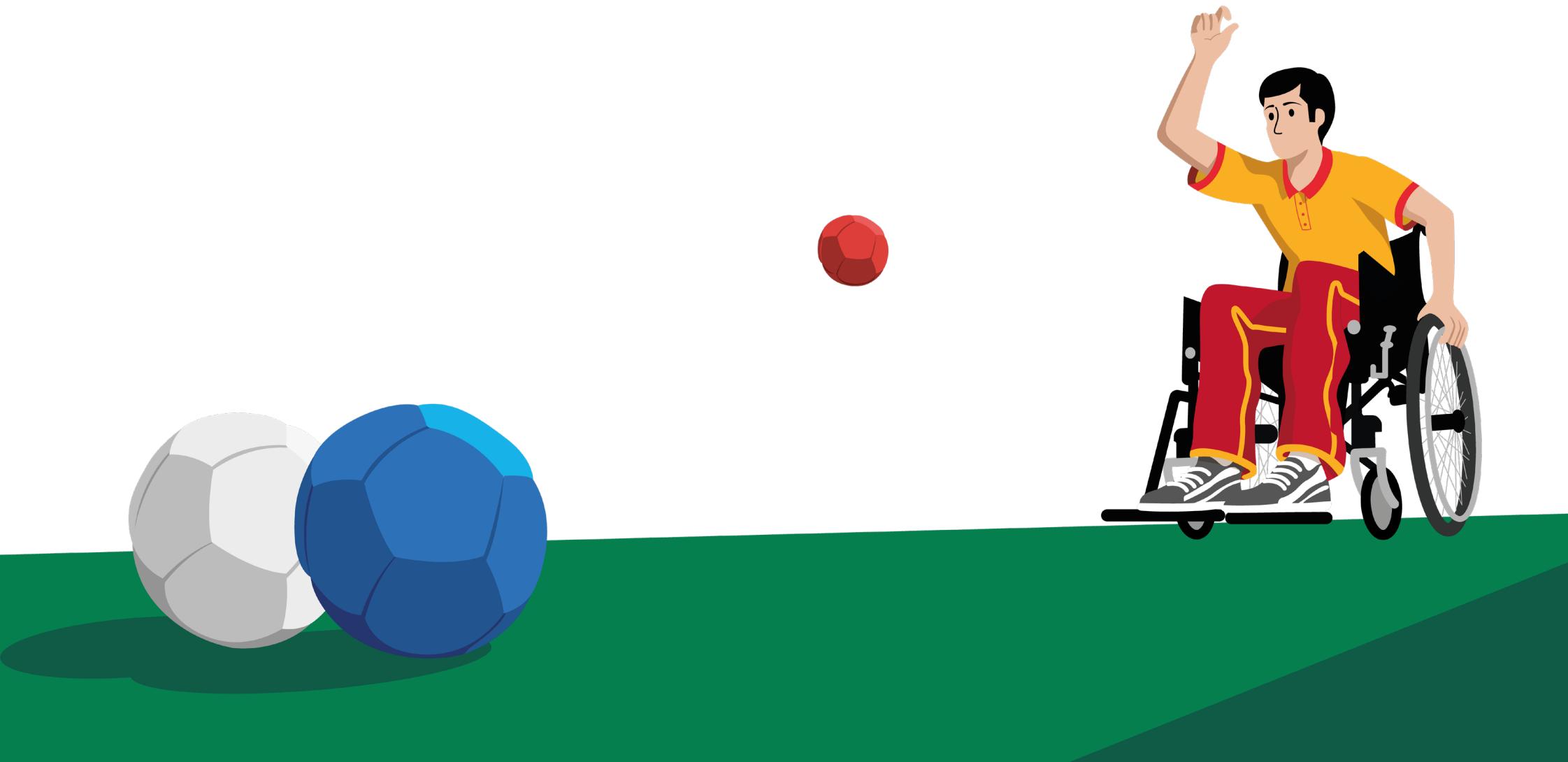
Ventilate rooms and common spaces every 30 minutes



TOKYO 2020

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# YOUR JOURNEY





# INTRODUCTION

The Playbooks are the basis of our game plan to ensure all Olympic and Paralympic Games participants and the people of Japan stay safe and healthy this summer. They have been developed jointly by Tokyo 2020, the IOC and the IPC, in close collaboration with the Government of Japan and the Tokyo Metropolitan Government (TMG). They are also based on the extensive work of the All Partners Task Force and collaborations with scientific experts and organisations from across the world.

This Playbook sets out your responsibilities as a Games workforce member and should be considered alongside wider information received from your Responsible Organisation (RO) and Tokyo 2020. Please also look for additional information specific to your role and Tokyo 2020's COVID-19 countermeasures, which you can find as part of your workforce training programme, through the different workforce portals, or through your line managers and supervisors.

The rules apply to everyone in the Games workforce, regardless of who you are or where you are living – just as they apply to all other Games participants.

Please take time to understand the plans, the steps you must take and the rules you must follow.

It's crucial that you take personal responsibility for your part in the plan: as a member of the Games workforce, your actions will set the standard for others.

## COVID-19 Liaison Officers (CLO)s

All CLOs have been appointed – for Tokyo 2020 staff and volunteers, your Tokyo 2020 Functional Area managers will perform this role. For contractors and other workforce members, your RO has appointed your CLO.

Your CLO should have introduced themselves to you as they will be responsible for helping you complete all the necessary documentation if you are travelling to Japan. They will be in contact with you regularly using your organisation's standard communication channels; ask them if you have any questions or concerns about the Playbook. Your CLO is responsible for ensuring that you understand the contents of and the importance of complying with this Playbook.

The CLOs will be provided with detailed guidance and further information for their role and will work alongside the Tokyo Infectious Diseases Control Centre (IDCC) and the IOC/IPC COVID-19 Support Unit (ICSU).

It is requested that the CLO be on-site in Japan for the full duration of your delegation's stay.

## COVID-19 support: IDCC and ICSU

- The IDCC is coordinating the COVID-19 operations before, during and after the Games, acting as the information hub. They will manage decisions in the case of positive or inconclusive COVID-19 test results – for both those who are infected and confirmed close contacts
- The ICSU is working alongside the IDCC, helping Tokyo 2020 and international ROs operate in the context of COVID-19. ICSU will assist Tokyo 2020 to support the CLOs and the Results Advisory Expert Group (RAEG) (see page 52), and resolve COVID-19 related matters as required including alleged infringements of the Playbook. See pages 62-63 for more information



# INTRODUCTION

## When do the rules apply?

As outlined in each section, rules apply in the 14 days before you travel, during your journey, throughout your time in Japan and until your arrival at home – including wearing a face mask at all times, washing your hands and using hand sanitiser regularly.

This Playbook describes the measures for entry to Japan from 1 July. Those entering Japan with a Pre-Valid Card (PVC) must comply with the Government of Japan measures required at the time. A PVC is a valid entry document, in conjunction with the other documents listed in this Playbook. See 'Before you travel', page 13

The Playbook measures will be implemented progressively as we get closer to the Games; your RO will be provided with details of the dates.

## Rules are subject to change

This Playbook is written under the current understanding of the IOC, IPC and Tokyo 2020, based on the current measures and requirements in force in Japan and the foreseen situation at the time of the Olympic and Paralympic Games.

 Changes may need to be made to countermeasures in the future, in collaboration with the Government of Japan and the TMG, to ensure any evolution of conditions and regulations in Japan are fully taken into account.

Border measures may be strengthened upon entry to Japan, in relation to the handling of COVID-19 variants of concern. The Government of Japan may implement additional restrictions on Games participants from designated countries. Please work with your CLO to keep up to date with the latest information.

# BEFORE YOU TRAVEL

This section is only applicable to those entering Japan from overseas.

## ! Read this Playbook thoroughly

Before you travel, make sure that you have understood the Playbook and the importance of fully complying with the rules contained within. See 'Compliance and consequences', page 62.

- **Support from your CLO before you travel**
  - Your CLO is responsible for ensuring you comply with the Playbook
  - They'll help you if you have problems downloading or installing required smartphone apps
  - They'll submit your 14-day Activity Plan to Tokyo 2020 and supply you with the 'Written Pledge' if needed
  - They'll help you prepare a list of regular contacts for your time in Japan
  - If you test positive for COVID-19 before your departure, inform your CLO immediately
  - If you have any questions or concerns about any of the measures, now is the time to ask!





# BEFORE YOU TRAVEL

Your journey does not begin at the airport. Starting from now, ensure you take time to read and understand the latest version of the Playbook thoroughly when you receive it. If you have any questions, contact your RO or CLO well in advance of the Games.

The rules related to entry to Japan are in accordance with Japanese authorities' requirements. They apply from 14 days before your travel; and throughout your journey to Japan, it's important to adopt the right mindset in this period.

Further changes may be made to procedures for entry into Japan in collaboration with the Government of Japan, based on the latest situation.

- **You will be required to have medical treatment and repatriation insurance** (including coverage for COVID-19) covering the entire period of your stay in Japan

## Enter your flight information into the 'Arrivals and Departures Information System' (ADS)

- If you're unable to obtain seats on preferred flights to Japan, please submit desired flight details through ADS as a request. Tokyo 2020 will use this information to work with the Government of Japan and airlines to secure additional seats where possible
- If there are changes to any of your planned flights, enter your updated flight information into the ADS immediately

## You are strongly encouraged to stay in official accommodation provided by Tokyo 2020

- Self-arranged accommodation facilities will need to be certified by Tokyo 2020 to ensure that they comply with the accommodation guidelines, which stipulate the requirements for COVID-19 countermeasures and movement restrictions. Tokyo 2020 will work with respective local municipalities/ health authorities to obtain their understanding and cooperation
- Confirm with your CLO that your accommodation is approved/certified by Tokyo 2020 before including it in your Activity Plan

- In principle, private lodgings, private homes and accommodation facilities used by a very limited number of stakeholders cannot be recognised as accommodation facilities meeting the requirements, unless certified by Tokyo 2020. It would be difficult to thoroughly avoid contact with residents of Japan and/or those from overseas who have been in Japan for more than 14 days at these facilities

- If you are required to change accommodation that you have already booked in order to comply with the guidelines, Tokyo 2020 will find suitable new accommodation for you

- In principle, the new accommodation will be provided at reasonable rates. All parties will discuss in good faith to find the best possible solution from an operational and financial standpoint

- Accommodation facilities will be supervised on a regular basis to ensure the locations and guests follow the accommodation guidelines and meet the requirements of COVID-19 countermeasures and movement restrictions



# TEST, TRACE AND ISOLATE

- Monitor your health daily for the 14 days before arrival in Japan
    - Take your temperature daily
    - Proactively monitor your personal health for any other COVID-19 symptoms. [See WHO guidelines on COVID-19 symptoms](#)
  - If you experience any symptoms of COVID-19 in the 14 days before arrival
    - Do not travel to Japan
    - Consult with a medical professional for next steps
    - Inform your CLO
  - Make sure you have a Pre-Valid Card (PVC), which will be validated to become your Olympic Identity and Accreditation Card (OIAC)/Paralympic Identity and Accreditation Card (PIAC)
    - + In the exceptional case that your PVC has not arrived five days before your departure, contact the Tokyo 2020 PVC Support Desk via your CLO, who will obtain an invitation letter for you to use for entry. Bring the invitation letter in addition to all the necessary documents when you enter Japan
  - Complete an Activity Plan\* for the first 14 days of your stay in Japan
    - Work with your CLO to finalise your planned and possible destinations
    - They will submit your plan to Tokyo 2020 for approval by the Japanese authorities
    - It will be very difficult to request changes once approved, so it is important to be as comprehensive as possible when submitting
    - If your date of entry changes due to unavoidable circumstances, such as change of flight, immediately contact your CLO to ensure the updated information is reflected in the Activity Plan
  - Your Activity Plan must include:
    - Personal information (name, registration number of accreditation card, flight number, date of entry to Japan, arrival airport in Japan, country of departure, planned date of departure, sex, date of birth, nationality, passport number, RO, etc.)
    - Accommodation address
    - All planned and possible destinations – restricted to official Games venues (as per your accreditation privileges) and limited additional locations, as defined by the list of permitted destinations
    - If you must use public transport (air and bullet trains): date, time and reason
  - Make sure you know the latest information on COVID-19 testing and certificates needed by your airline, for any transit countries and for entry into Japan. [See advice of the Government of Japan](#)
- \*More information on the Activity Plan template and details of timing for submitting the plan have been communicated to your RO



# TEST, TRACE AND ISOLATE

- If you are arriving in Japan from 1 July onwards, take two COVID-19 tests on two separate days within 96 hours of the departure of your flight to Japan (first international flight if you are on an indirect route). At least one of the two tests must be taken within 72 hours of departure
  - Tests must use one of the methods listed on the '[Certificate of Testing for COVID-19' designated by the Japanese authorities](#)
  - Currently, approved test types include a Nucleic Acid Amplification Test (real time RT-PCR, LAMP, TMA, TRC, Smart Amp, NEAR), Next Generation Sequence and Quantitative Antigen Test (CLEIA) (not a Qualitative Antigen Test)
  - A list of approved testing providers will be provided to your CLO separately. If the list does not include a convenient provider, please contact your CLO

- Obtain negative COVID-19 test results certificates
  - To comply with the requirements of the Government of Japan, please use their [designated certificate format](#), or one which includes the necessary information, as follows:
    - Date of issue, name, passport number, nationality, date of birth, sex, sample type, testing method, test result, test result date, specimen collection date and time, name and address of medical institution, doctor's signature
  - + - If using a standard certificate from an approved testing provider and if some of the required information is not on the certificate – for example, if it doesn't include a doctor's signature – it can still be accepted. Check with your CLO; if necessary, they will contact the Japanese embassy or consulate in your country to confirm options and whether enough information has been provided
- + Inform your CLO that you have both negative COVID-19 test certificates

## What negative test certificates are needed for

- Bring both your negative test certificates with you to Japan
- Certification from a test taken within 72 hours of departure will be needed at check-in/to board your flight, without it you will not be allowed to fly. You will also need to show it to the Quarantine Officer and/or at immigration control when you arrive in Japan
  - This can either be as a hard copy or showing a PDF of it uploaded to OCHA on your phone
- Certificates may also be used during the Games to support decisions in the instance of positive COVID-19 cases and potential close contacts



# TEST, TRACE AND ISOLATE

- **If a COVID-19 test is positive:**
    - Immediately begin self-isolation in line with local rules
    - Contact your CLO, who will record your symptoms, test results and close contacts, as well as inform Tokyo 2020 and agree on next steps
  - **Download and install the Online Check-in and Health report App (OCHA)** – scheduled to be released at the end of June
    - If arriving in Japan from 1 July onwards, enter all necessary information onto OCHA before departure, including a certificate of a negative COVID-19 test taken within 72 hours of departure (PDF only)
    - You will need to show a specific OCHA screen at check in/boarding and to the Japanese quarantine authorities on arrival. Without this, you will not be able to board or enter Japan
  - **Download and install the Contact Confirming App (COCOA)**
- Inform your CLO once you have installed the apps and entered all necessary information.** If you have any problems, ask them
- If your phone does not support OCHA, immediately contact your CLO. Your CLO will send you the 'Written Pledge' separately and arrange for you to rent a smartphone at the airport. Your RO will be given more details when confirmed. See 'Smartphone applications', page 56
- (+) Bring any relevant medical information to help assess potential complex COVID-19 cases** if you test positive during screening testing or are a confirmed close contact, such as:
- Vaccination status (number of doses, date of vaccination[s] and vaccine type/brand)
  - Prior history of COVID-19 tests (test result, date of test and test type: PCR/antigen/other)
  - Presence of antibodies (date of antibody test, result, testing platform for information on viral target, titre/quantitative result, if applicable)
- **If you enter Japan before 1 July**
    - Only one test taken within 72 hours of departure is needed
    - Your CLO will give you the 'Written Pledge'; you will need to show this at Japanese immigration
      - The 'Written Pledge' is a document required by the Government of Japan. Signed by Tokyo 2020, it states that they take responsibility for your visit and will ensure you comply with the Playbook rules. Your signature is not needed on this document
      - The 'Written Pledge' can be replaced with the presentation of the OCHA screen once it is introduced. If you are unable to show the specific screen of OCHA, contact your CLO who will provide you with the 'Written Pledge'
    - Fill in the Japanese authorities' [Questionnaire web](#)
      - Details required include accommodation in Japan, contact information and results of health monitoring for the 14 days before departure
      - When you submit the form, you will be given a QR code. Either take a screenshot or print it out, ready to show at Japanese immigration
      - Please note, once available, OCHA will replace the 'Written Pledge' and 'Questionnaire web'



# SOCIAL

- **Keep your physical contact with other people to a minimum during the 14 days before you travel to Japan**
- **Prepare a list of the people you will spend time with regularly while in Japan (format to be agreed with your CLO), for example, your roommate or immediate members of your team**
  - Share the list with your CLO, who will use it to help with contact tracing if required





# THINK HYGIENE

- **Follow good hygiene practice** – including washing your hands regularly or using hand sanitiser, and always wearing a face mask
  - **Make sure you have access to enough masks** to last throughout your stay in Japan. Your RO is responsible for providing you with masks. Please check with your CLO to ensure you have access to them for the duration of the Games
    - Follow WHO recommendations on mask wearing
    - You are recommended to use non-fabric masks where possible. If using fabric masks, ensure that they can be washed in high temperatures regularly, with at least two but ideally three layers:
      - Inner layer of absorbent material, such as cotton
      - Middle layer of non-woven material, such as polypropylene
      - Outer layer of non-absorbent material, such as polyester or polyester blend
  - **Check the manufacturer's recommendations** and health certification of the product
- **Note:**
- You will need to replace your masks as soon as they become damp and wash them once a day. You may use more masks than usual in hot and humid weather
  - Please also be aware of guidelines regarding 'Authorised Identifications' related to face mask branding. [See WHO guidance on wearing a mask](#)

# ENTERING JAPAN

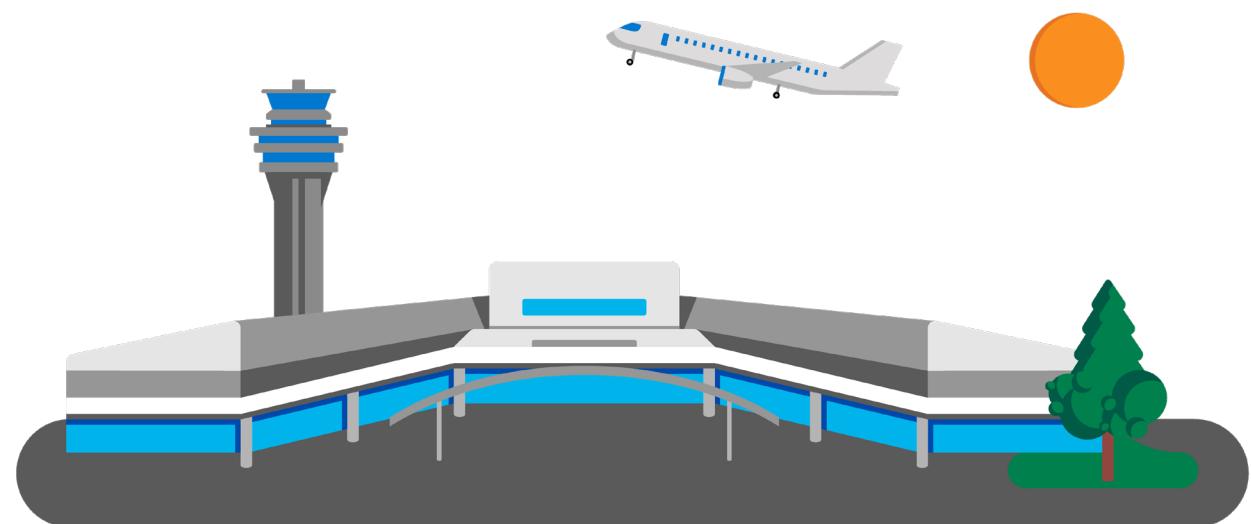
This section is only applicable to those entering Japan from overseas.

When you arrive, you must observe the instructions of the Japanese authorities and the following protocols at the airport and for your onward journey.

Physical distancing and good hygiene measures must be followed throughout your time in Japan.

Further changes may be made to procedures for entry into Japan in collaboration with the Government of Japan, based on the latest situation.

- **Support from your CLO when entering Japan**
  - If you test positive for COVID-19 on arrival or experience any symptoms, immediately inform your CLO by phone





# TEST, TRACE AND ISOLATE

## On arrival at the airport\*

- **Activate the OCHA and COCOA apps upon arrival and turn on Bluetooth;** prepare a specific screen of OCHA to present to the Quarantine Officer
  - Turn on location information services and location history on your smartphone, which may be needed for contact tracing or activity tracking/tracing. Japanese authorities will be checking the applications are downloaded, showing a specific screen and location tracking functionalities are activated during your arrival process For details, see 'Smartphone applications', page 56
- **Show the Quarantine Officer a specific screen of OCHA on your phone**
  - Please note that only having downloaded OCHA is not sufficient
- ⊕ **Take a quantitative saliva antigen COVID-19 test**
  - Do not eat, drink, smoke, brush your teeth or use mouthwash within 30 minutes of arrival and your test, to avoid inaccuracy in the results

### ⊕ Wait at the dedicated location to receive your test results

- **If your results are negative,** pass through immigration as directed
- **If the results of your quantitative saliva antigen test are unclear,** further tests will be performed using the same sample to verify your result
- **If your test results are confirmed positive,** you must isolate or receive medical treatment in hospital, in accordance with the instructions of the Japanese Quarantine Office
  - Immediately inform your CLO by phone; they will consult with Tokyo 2020
  - For more information on isolation, see 'At the Games – Test, trace and isolate', pages 28
- **At immigration, be ready to show:**
  - Your PVC (OIAC/PIAC), along with your passport or other travel certificate associated with your PVC
  - Negative COVID-19 test results certificate from the test taken with 72 hours of departure (hard copy or via OCHA); without this you will not be allowed to enter Japan

### - If arriving before 1 July:

- 'Written Pledge' by Tokyo 2020 (hard copy). Without this you will be required to quarantine for 14 days
- 'Questionnaire web' QR Code (hard copy or screen shot)

### - If arriving from 1 July onwards:

- Specific screen of OCHA
- Any additional documents filled out on the airplane and/or at airport

\*Please note, the sequence at the airport may change during peak arrival periods

### • If you experience any symptoms of COVID-19

- Immediately inform your CLO by phone; they will consult with Tokyo 2020. [See WHO guidelines on COVID-19 symptoms](#)



# TEST, TRACE AND ISOLATE

- **Quarantining on arrival and for the first three days**

- You must quarantine at your accommodation on arrival (the day of arrival is considered day 0) and for the next three days
- However, you will have permission to perform essential Games-related activities during these three days, if:
  - You test negative for COVID-19 every day; and
  - You operate under a higher level of supervision by Tokyo 2020, which may involve use of GPS data (subject to your consent) or direct supervision where necessary, to confirm your movements
- Your other option is to be quarantined at your accommodation on arrival and for the next 14 days

# SOCIAL

- **Follow the instructions of Tokyo 2020 and your RO,** and move as quickly as possible through the airport
  - Do not stop to visit any shops or services, other than the Accreditation Validation Counter
  - Use the Games-specific lanes provided at official airports to minimise contact with others
- **Use only dedicated Games vehicles** – do not use public transport for the first 14 days, unless it is the only way to reach remote Games venues. See 'At the Games – Getting around', page 33
- **Spend time only with the people identified on the list of regular contacts** you provided to your CLO





# PARALYMPIC CONSIDERATIONS

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If you use a wheelchair or other mobility device that may be handled by another person under certain circumstances (for example, airline staff during travel), regularly disinfect the relevant surfaces with sanitising wipes.



# RESIDENTS OF JAPAN

## Before the Games

- **For those living in Japan\***, continue to follow countermeasures already in place
- **14 days before your Games-related role begins**, additional countermeasures will apply:
  - Download the OCHA and COCOA apps. OCHA is scheduled to be released at the end of June.  
See 'Smartphone applications', page 56
  - Monitor your health; health monitoring protocols for residents of Japan will be provided separately
  - Minimise your physical contact with others
  - Adhere to countermeasures on public transport
  - Residents of Japan – and those from overseas who have been in Japan for more than 14 days – may be asked to take a COVID-19 test before their Games role begins

## During the Games

- Follow the rules described in 'At the Games', pages 26-37

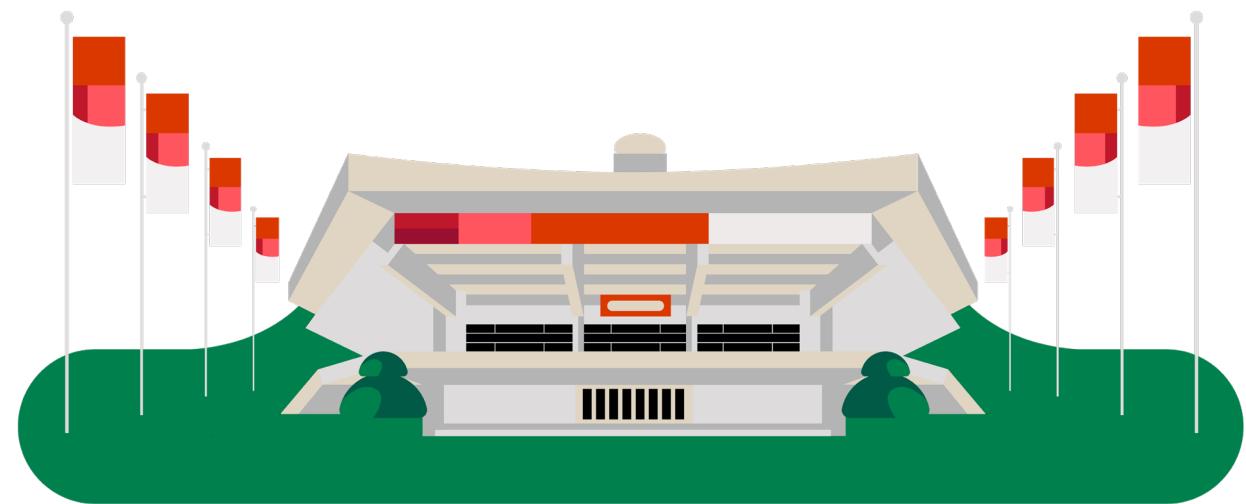
\*This also applies to Games participants with a pre-Games role who have been in Japan for more than 14 days

# AT THE GAMES

This section also applies to residents of Japan. Further details will be communicated in due course.

During your stay in Japan, you will be expected to limit your activities to what is required in order to carry out your role.

- **Support from your CLO**
  - Your CLO can help you upload daily health monitoring results
  - Your CLO will help ensure you follow the correct procedures for screening testing according to your role. They will inform you if the results of a screening test are unclear or positive
  - If you test positive at the Games for COVID-19 or experience any symptoms, immediately inform your CLO, who will take you through the next steps
  - If you're unclear about any of the rules and differences during the first 14 days, ask your CLO





# AT THE GAMES

Physical distancing and good hygiene measures must be followed throughout your time in Japan (in addition to the first 14 days), for your own health and safety – and that of all Games participants and the people of Japan. These measures are laid out below and summarised in the principles on pages 5-9. They will be monitored by Tokyo 2020 to ensure compliance.

To enable physical distancing, overall the number of accredited persons allowed in particular areas has been reduced, venue operational plans adapted and access to venues restricted to what is strictly required for operational reasons.

In accordance with the Japanese authorities' requirements, you are responsible for proactively monitoring and reporting your personal health every day via OCHA. Information on health monitoring for residents of Japan will be provided separately.

The comprehensive screening testing regime in place is based on science and expert advice. Testing will be a crucial part of minimising transmission: used for general screening depending on roles and for those identified as a close contact of a positive case; as well as used for diagnosis for those experiencing symptoms of COVID-19.

Further changes may be made in collaboration with the Government of Japan and the TMG, based on the latest situation.

- **First 14 days**

Additional rules apply on arrival and for the first 14 days of your time in Japan for:

- **Screening testing:** You'll be tested more frequently
- **Where you can go, what you can do:** Limited to your Activity Plan
- **Getting around:** Don't use public transport
- **Places to eat:** Only eat in designated places. See page 35 for full details

After the first 14 days, you will need to continue to follow the recommendations for all workforce members outlined in this Playbook



# TEST, TRACE AND ISOLATE

- **Proactively monitor your personal health every day** (body temperature and any other COVID-19 symptoms) and report the results on OCHA. For more information, see 'Smartphone applications', page 56
- **Your temperature will be checked before entering a Games venue**
  - If you record a temperature of 37.5 or higher, your temperature will be taken again
  - If you still record a temperature of 37.5°C or higher, you will be taken to a secondary temperature check area
    - After a short break to cool down, your temperature will be taken again, twice maximum. If your temperature remains 37.5°C or higher, you will not be allowed to enter the venue
  - Notify your CLO and follow their instructions. You will be taken to an isolation area to wait for further measures

- **If you have access to the Olympic and Paralympic Village, your temperature will be checked before entry**
  - If you record a temperature of 37.5°C or higher, your temperature will be taken again
  - If you still record a temperature of 37.5°C or higher, you will not be allowed to enter the Village
    - Notify your CLO and follow their instructions
    - Temperature checks will also take place before entry to Satellite Villages and Cycling accommodation
- **Screening testing process**
  - In addition to the tests taken before departure and upon arrival in Japan, all Games participants will be tested daily for three days after arrival, to minimise the risk of undetected positive cases that could transmit the virus
  - Your CLO will provide you with detailed information on screening testing, including the time and locations for providing and submitting your samples. It is important that you understand this information and comply with the required timings

## Collecting your saliva sample

- Provide your saliva in the sample containers received from your CLO, under the supervision of your CLO, Deputy CLO, CLO Assistants or one of your peers
- Do not eat, drink, smoke, brush your teeth or use mouthwash within 30 minutes of providing your saliva sample
- Link the barcode stickers on your sample containers to your accreditation, using the web link provided by your CLO
- Give the container to your CLO or submit it directly to a sample collection site
  - Collection site locations include selected competition venues, the Olympic and Paralympic Village, IBC/MPC, Olympic and Paralympic Family Hotels and Harumi Triton. The full list will be provided by your CLO, along with daily deadlines for submitting your sample, and opening and closing times
- Samples will be transferred to a laboratory for testing. The test will be saliva PCR



# TEST, TRACE AND ISOLATE

- **Getting the results**

- You will be given a deadline by which your test results will be processed, which will depend on the time of day the test is taken. The processing time is expected to be 24 hours
- Your CLO will be able to access the results at the designated time
- If you do not receive a notification from your CLO by the designated time, your result was negative
- If the results of the saliva PCR test are unclear or positive, your CLO will see a notification and inform you
- If you are informed by your CLO, immediately go to the medical facility indicated by your CLO, maintaining physical distance from others, to take a follow-up nasopharyngeal PCR test. Wait for your result as directed by the medical facility

- **Results Advisory Expert Group (RAEG)**

- The RAEG are developing the protocols for interpreting the results of screening testing
- This group may be called upon for analysis of complex cases
- RAEG may also provide expert advice to support the IDCC
- RAEG may also contribute their views/expertise in complex cases, including management of close contacts

- **If you develop symptoms of COVID-19 during your stay**

- Contact your CLO immediately for further instructions. [See WHO Symptom Guidance](#)
- You will be taken to a designated medical care facility and tested for COVID-19. Wait for the results in the designated area
- If you are at a Games venue, proceed immediately to the medical station of the venue for a medical examination. There will be an isolation space located close to the medical station where you will be temporarily isolated. If necessary, you will be transported to a Games-designated hospital

- **If you have a confirmed positive test for COVID-19 during the Games**

- Immediately begin isolating and inform your CLO
  - You will either be required to go to an isolation facility or be hospitalised, depending on the severity of your symptoms. You will not be allowed to continue your role
- + If required to stay at an isolation facility, which will be a general business hotel, a dedicated vehicle will be organised to take you there
  - A solution will be in place for those with accessibility requirements
- There will be personnel at the facility throughout the day who will monitor your health. Consult with them if you have any concerns
- Meals will be provided three times a day
- Free WiFi will be available and you will be able to keep in touch with your CLO and team
- Your team will be allowed to bring you things. However raw food, alcohol, cigarettes and dangerous objects etc. are prohibited. Smoking and drinking alcohol during your recuperation period will be strictly prohibited
- You will not be allowed to go outside the hotel



# TEST, TRACE AND ISOLATE

- The location and length of your isolation period will be determined by the Japanese health authorities, depending on the severity and symptoms of your infection
- You will be discharged in accordance with the discharge guidelines in Japan
- **CLO (or your Tokyo 2020 manager/supervisor) response**
  - Your CLO and Tokyo 2020 will work with you to confirm your activities and places you visited, from the two days before your symptoms appeared to when you were tested and started isolating. They will help identify close contacts in that period
  - They will consult with the Japanese health authorities (including the local municipalities' health authorities) and Tokyo 2020 to determine further measures, such as disinfection of specific areas
- **If you are a close contact of someone with a confirmed positive test**
  - Close contacts are those who have prolonged contact (for 15 minutes or more) with a person who has a confirmed positive COVID-19 test, within one metre, without wearing a face mask from the two days before the person's symptoms appeared to when they were tested and started isolating. This is particularly applicable when such contact happens in enclosed spaces, such as hotel rooms or vehicles
  - Close contact cases will be confirmed by the Japanese health authorities based on information provided by you, your organisation and Tokyo 2020
  - If you are identified as a close contact, immediately stop your activities and quarantine at your accommodation; your CLO will contact you regarding the next steps
  - A decision on applicable measures will be made on a case-by-case basis and will take into consideration the likelihood of you spreading the virus

# SOCIAL

- **Limit your contact** with other people as much as possible
  - Only spend time with the people identified on the list of regular contacts you gave to your CLO (or your Tokyo 2020 manager/supervisor). Update the list if necessary
- **Keep a distance of two metres from athletes and one metre from others**
  - You must not visit Games venues as a spectator with a ticket
- **Keep physical interactions with others to a minimum.**Avoid unnecessary forms of contact such as hugs, high-fives and handshakes
- **Avoid enclosed spaces** and crowds wherever possible
  - Avoid staying an unnecessarily long time in a space where physical distance cannot be maintained. Refrain from talking in constrained areas such as elevators

- **Eat meals keeping two metres away** from others unless instructed otherwise, or eat by yourself, keeping contacts to a minimum
- **Please also be aware of any evolutions in guidance from the Japanese authorities**, for example official announcements on use of restaurants





# SOCIAL

## Where you can go, what you can do (if you are from overseas)

- **Olympic and Paralympic Village access** has been restricted to protect the health of athletes. Unless you have an operational role, you will unfortunately not have access
  - **For the first 14 days**
    - Follow only the activities you have outlined in your 14-day Activity Plan
    - You must only leave your accommodation to go to official Games venues (as per your accreditation privileges) and limited additional locations that you have outlined in your Activity Plan, as defined by the list of permitted destinations. Permitted destinations are those that are critical for the Games and will have COVID-19 countermeasures in place
  - Minimise contact that is within one metre of Games participants who have already been in Japan for more than 14 days, and residents of Japan
  - Wear a face mask at all times
  - You must not use public transport
  - You must not visit Games venues as a spectator with a ticket
  - You must not walk around the city or visit tourist areas, shops, restaurants or bars, gyms, etc.
- **Tokyo 2020 Functional Areas and ROs are developing additional measures** to help ensure you are able to fulfil your role safely. This may include working with a dedicated team, restricting your movements or work areas, and taking extra care to minimise physical contact with others outside of work. More information will be provided to you through your CLO or Tokyo 2020 line manager/supervisor



# SOCIAL

## Getting around (if you are from overseas)

### • For the first 14 days

- You must not use public transport for the first 14 days of your stay in Japan
- During this time:
  - If your accreditation gives you access to dedicated Games vehicles, use these when travelling to permitted destinations
  - If you do not have access to dedicated Games vehicles, or if any of your permitted destinations are not serviced by Games vehicles, use the Transport by Chartered Taxi (TCT) service
  - The TCT service is available from 17 June to 8 September
  - Bookings are made through the TCT call centre
  - Travel will only be allowed between places on the list of permitted destinations
  - For more information, see the TCT Service User's Guide which will be available on the 'Tokyo 2020 Games Family App'. Details on the app can be found in the Transport Guide

- For operational reasons all dedicated Games vehicles will operate following official Japanese hygiene protocols. They will have:
  - Mandatory face mask wearing, thorough hand sanitising and refraining from conversation
  - Measures to enable as much physical distancing as possible between passengers, depending on the vehicle
  - A partition between the driver's seat and passenger seats
  - Constant ventilation, through air conditioning
- If you have to travel by air or bullet train to a venue in a remote city, you may do so on a limited basis for operational reasons. Tokyo 2020 will provide information on available flights and bullet trains
- Tokyo 2020 will manage reservations in collaboration with respective operators to ensure there is appropriate space between you and other passengers. You may be required to take a COVID-19 test the day before or on the day of boarding

# SOCIAL

**(+) Self-arranged vehicles must comply with the relevant COVID-19 countermeasures at all times**

- You can travel using a self-arranged vehicle only under the following strict conditions:
  - Vehicle rental procedures must be carried out by a participant who has been in Japan for at least 15 days or is a Japanese resident, in order to avoid close contact with Japanese residents
  - Follow the same countermeasures as the Games vehicles provided by Tokyo 2020, see page 33
  - The person in charge of the relevant Tokyo 2020 department will accompany you inside the vehicle or follow the vehicle
    - If that is not possible, Tokyo 2020 requires a written pledge from the parties concerned and may track the stakeholders using GPS (subject to consent)

More detailed guidance will be issued by 21 June to your RO

**• After the first 14 days**

- You may use public transport after the first 14 days.  
All public transport will operate following Japanese hygiene protocols
- You are allowed to use self-arranged vehicles without having to apply any additional measures





# SOCIAL

## Places to eat (if you are from overseas)

- **For the first 14 days**
  - As there is an increased risk of infection when eating meals with others, you should avoid doing so, especially with Games participants who have been in Japan for more than 14 days, and residents of Japan
- **You must only eat in one of the following places, where COVID-19 countermeasures are in place:**
  - Dining facilities at Games venues (as the preferred option)
  - Your accommodation's restaurant
  - Your room, using room service or food delivery

- **Should these options not be available**

- You can buy food at convenience stores and takeaway restaurants indicated by Tokyo 2020, that you can get to without using public transport
  - The means of accessing and behaviour in these locations will be checked by Tokyo 2020 to ensure they comply with COVID-19 countermeasures, in particular physical distancing and hygiene
- You should follow the guidance of Tokyo 2020 on measures to avoid contact with residents of Japan and Games participants who have been in Japan for more than 15 days
  - Where necessary, Tokyo 2020 may use GPS as a supplementary tool to confirm your movements (subject to your consent), or direct supervision
- Use a private room in a restaurant that can be accessed in a manner compliant with COVID-19 countermeasures
- Tokyo 2020 will require hotels to provide enhanced room service and grab and go options



# THINK HYGIENE

- **Wear a face mask at all times**, except when eating, drinking or sleeping
- **If you feel at risk of heatstroke**, you may remove your mask when you are outside and able to keep two metres apart from others. [See WHO guidance on wearing a mask](#)
  - Clean your hands before putting on and after taking off your mask and avoid touching your eyes, nose and mouth. If possible, wash your hands with soap and warm water for at least 30 seconds. Otherwise use hand sanitiser
  - Replace masks as soon as they become damp and wash them daily
  - Face shields are not an acceptable alternative to a mask. They should only be used to prevent infection of the eye area. If you have a concern about the mask requirements due to a medical condition, please contact your CLO. See 'Paralympic considerations', page 37, for other exceptions for wearing a mask
- **Wash your hands regularly and thoroughly for at least 30 seconds**, ideally using soap and warm water. Otherwise use hand sanitiser
- **Avoid shouting, cheering and singing**, find other ways to show support or celebrate during competition, such as clapping
- **Ventilate rooms regularly where possible**, at least every 30 minutes and for a period of several minutes each time
- **Avoid sharing items wherever possible**. Always disinfect items that have been used previously by someone else
- **Make cashless/contactless payments** at all official venues
- **After eating, use a sanitising wipe** provided to clean your table and seating area



# PARALYMPIC CONSIDERATIONS

- The restriction of keeping at least one metre from others will be waived for those in need of additional support, who can receive assistance from another member of their immediate circle
  - Masks should be worn at all times when providing assistance to others
  - Once aid has been given, sanitise your hands and go back to maintaining a distance of at least one metre from others
  - You should still try to keep physical contact to a minimum when possible
- You may temporarily remove your mask if you are speaking or providing assistance to someone who relies on lip reading, clear sound and/or facial expressions to communicate. You should stay at a distance of at least one metre (two metres from athletes) and put your mask back on as soon as possible
- If you use a wheelchair or other mobility device that may be handled by another person under certain circumstances (for example drivers), regularly disinfect the relevant surfaces with sanitising wipes

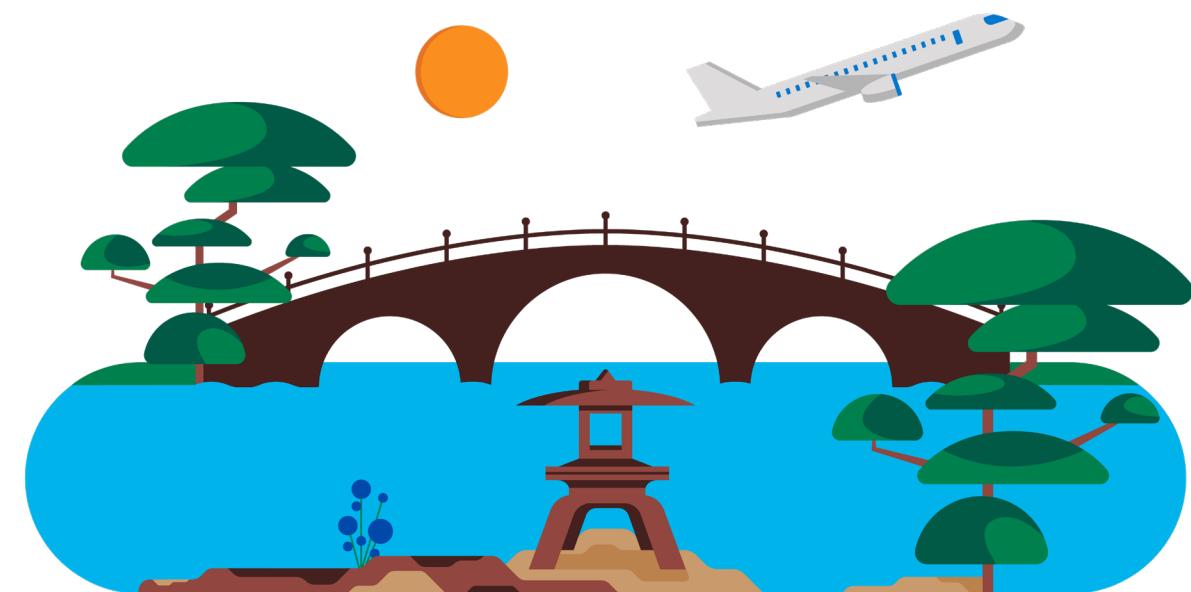
# LEAVING JAPAN

This section is only applicable to those entering Japan from overseas.

The length of your stay is to be minimised to reduce the risk of infection and help ensure a safe and successful Games.

You should continue to follow the Playbook and any instruction or requirement from the Japanese authorities – including hygiene and distancing rules – throughout your departure and until you reach your destination.

- **Support from your CLO when leaving Japan**
  - Your CLO can help confirm any COVID-19 requirements for international travel or entry into your destination country





# TEST, TRACE AND ISOLATE

- Make sure you know the latest entry requirements for your destination country, as well as any countries you will pass through in transit
- Information on how to get a test certificate if required for international travel or entry to your destination will be available by the end of June
- Travel to the airport using a dedicated Games vehicle if within first 14 days of entering Japan. After 14 days, use public transport
- When you arrive at your destination, follow local COVID-19 regulations, including any need to quarantine on arrival
- Continue to monitor your health and check your temperature for 14 days after leaving Japan (or, for residents of Japan, finishing your Games role). If you have any COVID-19 symptoms, inform your CLO

# PARALYMPIC CONSIDERATIONS

- Any Games participant staying in Tokyo and Japan after the closing of the Olympic Games to participate in the Paralympic Games will have to continue following the principles described in this Playbook
- You are not required to exit Japan and re-enter the country for the Paralympic Games, but you are allowed to do so. Upon re-entry for the Paralympic Games you would begin a new 'first 14 days in Japan' period

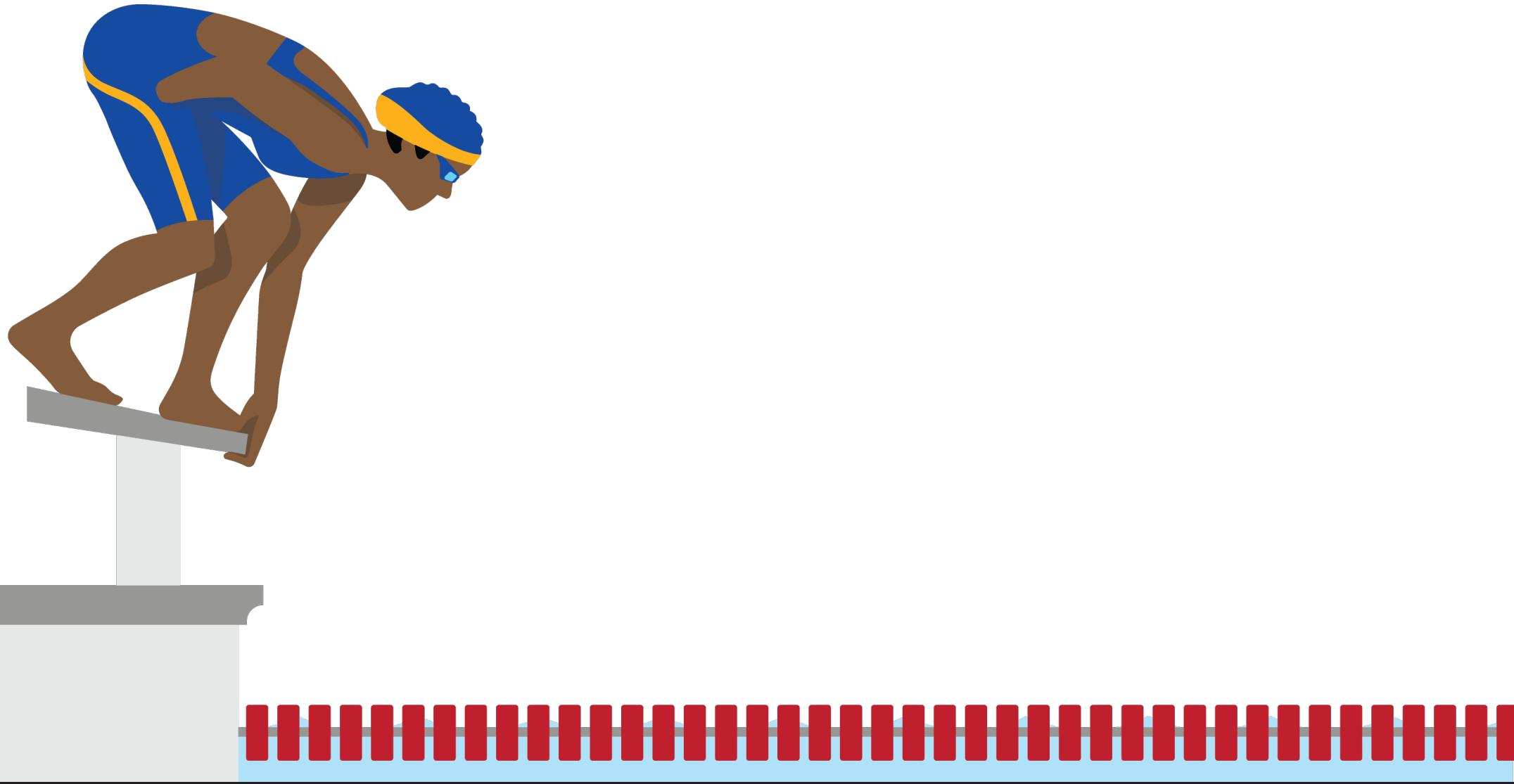




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# FURTHER INFORMATION

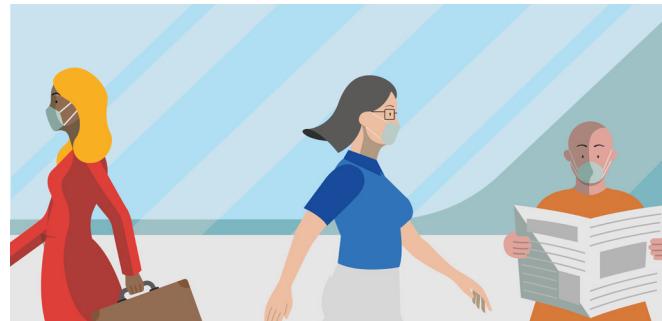




# BEFORE YOU TRAVEL



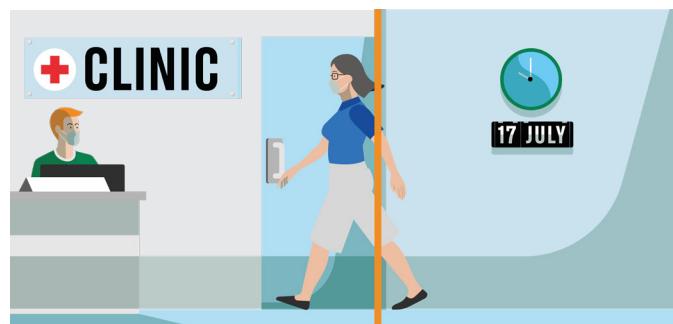
This is Nancy, working with the Games' Marketing Partners. She's due to travel to Japan on the afternoon of 19 July.



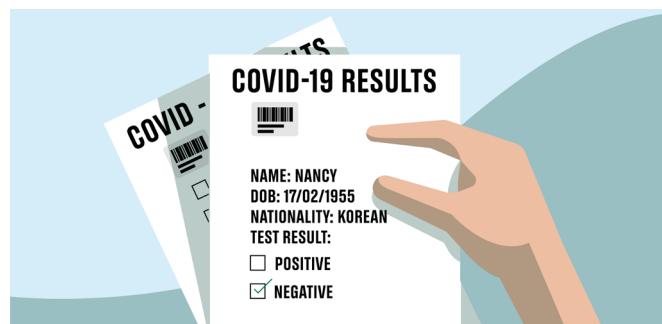
She has to get two COVID-19 tests done on two separate days within 96 hours of her departure. She's been really careful with who she's been seeing and is monitoring her health daily for the 14 days before her flight.



It's 17:00 on 15 July and Nancy goes to get a COVID-19 test from an approved provider near her home. She checks with the provider that the test certificate will have all the necessary information and will arrive in time.



It's 10:00 on 17 July. Nancy's first test came back negative\*. She's now on her way to get another test so she'll have two valid negative test certificates when she travels on 19 July.



It's 09:00 on 19 July. The second test result was also negative and Nancy's getting ready for her flight this afternoon. She is charging her phone, installing the required apps (OCHA and COCOA) and has her test certificates and all documents needed for entry in her hand luggage. She's also uploaded the negative test certificate from one of the tests - the test taken within 72 hours of her departure to OCHA.

\*If a test result is positive, begin self-isolation in line with local rules and contact your CLO immediately to discuss next steps.



# TRAVELLING AND ENTERING JAPAN



This is Steven, a member of the Press. Steven's just arrived at Haneda airport in Tokyo and is about to disembark the plane. He has all his documentation and his phone turned on, ready to show to Japanese authorities.



He'll show his COVID-19 documentation – including his negative test results and other necessary documentation – to the Quarantine Officer as soon as he gets off the plane.



Steven has a COVID-19 test at the airport and will go to wait at the dedicated location for the results.



Steven's just been notified that his test was negative. All necessary documents are confirmed by the Quarantine Officer and he can proceed with the arrival process.



He's now ready to enter Japan. He'll validate his PVC and then show his necessary documents at immigration – including his negative test certificate from his test taken within 72 hours of his departure. Then he'll get his bags and move to his accommodation.



Steven has his bags and goes to board one of the dedicated Games buses (where physical distancing will be respected) to his accommodation, ready for his Games to begin.



# AT THE GAMES: SCREENING TESTING



This is Babatunde – a wheelchair basketball referee. As he has regular contact with athletes, Babatunde is being tested daily throughout the Games\*.



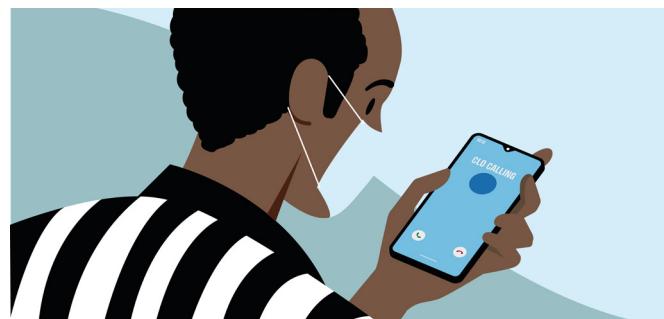
It's the evening of 28 August. Babatunde's CLO gives him sample collection kits, which he will use to provide his saliva samples over the coming days. He associates the barcode stickers on his sample containers to his accreditation, using a web link provided by his CLO. His CLO reminds him not to eat, drink, smoke, brush his teeth or use mouthwash within 30 minutes of his test, to avoid inaccuracy in the results.



The next morning, 29 August, Babatunde, under the supervision of one of his peers, is providing a saliva sample that will be used for a saliva PCR test.



Babatunde drops off his sample at one of the collection points, before the deadline he's been told by his CLO.

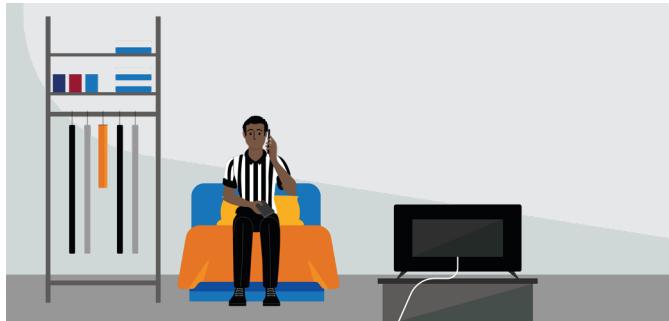


He'll only be notified if his test result is unclear or positive – he'll find out from his CLO, who will receive the result within 24 hours. If this is the case, he'll be required to do a confirmatory nasopharyngeal PCR test. He'll carry on with his planned schedule for the day but will keep an eye on his phone just in case.

\*The frequency of tests will depend on the operational nature of your role and level of contact with athletes, see page 55 for more information.



# AT THE GAMES: POSITIVE RESULT



It's the next morning and Babatunde is back in his room. He's spoken with his CLO and the analysis of his regular screening test has come back positive. He works with his CLO to confirm locations visited in the past two days and identify potential close contacts.



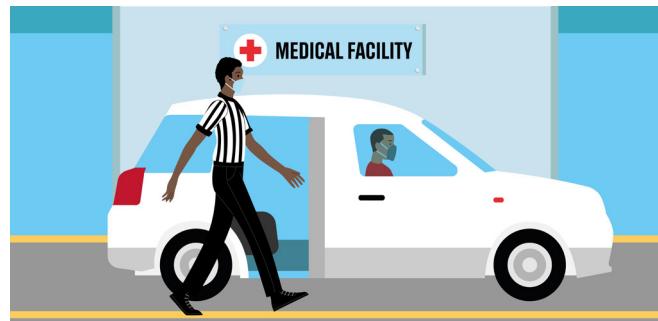
He follows his CLO's instructions and goes straight to a medical facility for a confirmatory nasopharyngeal PCR test. Dedicated transport has been organised to take him there safely.



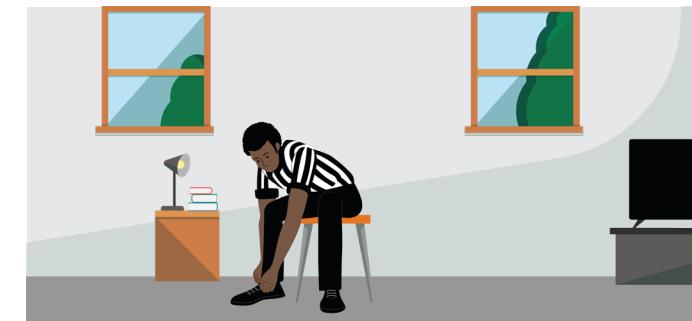
Babatunde's just had the confirmatory nasopharyngeal PCR test and is waiting for the results as directed by the medical facility.



The confirmatory test has come back positive. Babatunde's really disappointed, but he knows he needs to protect the other Games participants. He'll now go to an isolation facility – a hotel designated by the Japanese public health authorities.



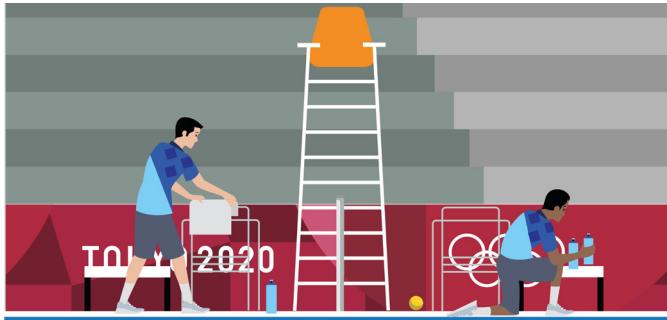
The Japanese health authorities have organised for dedicated transport to take him to the facility. He's worried, but his CLO is in constant contact, they have told him that the personnel at the facility speak English, and are arranging for his things (clothes, toiletries, etc) to be taken there.



Babatunde's CLO is working with the Japanese health authorities to determine how long he'll need to stay in isolation. There is free WiFi so that he'll be able to keep in touch with his CLO, team and family and friends.



# AT THE GAMES: BEING A POTENTIAL CLOSE CONTACT



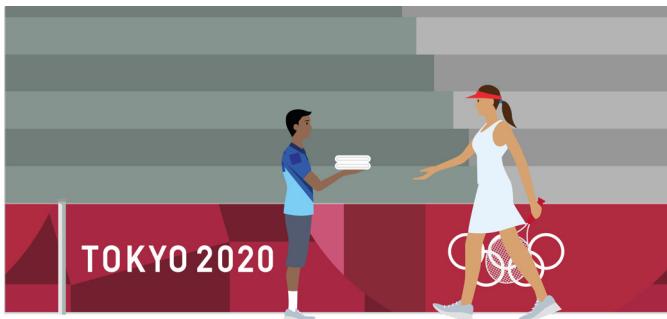
This is Noor and his colleague Karl, members of the Games workforce.



It's 14:00 on 29 August. Karl has tested positive for COVID-19 during his regular screening testing. Since Noor was performing his duties on the same court as Karl yesterday afternoon, his CLO called him to say he is potentially one of Karl's close contacts. If he's confirmed as a close contact, he'll have to take a confirmatory PCR test.



Noor was told by his CLO that he will consult with the IDCC and provide details to them regarding how long Noor was with Karl, what distance they were from each other and whether they were wearing masks.

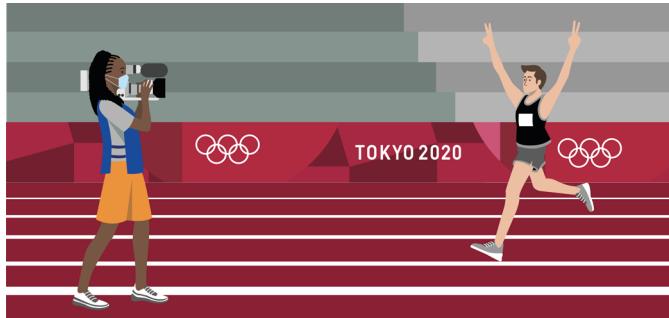


Following consultation, Noor's CLO told him that because he'd kept a safe distance from Karl, he isn't considered a close contact. He continues with his schedule as planned.

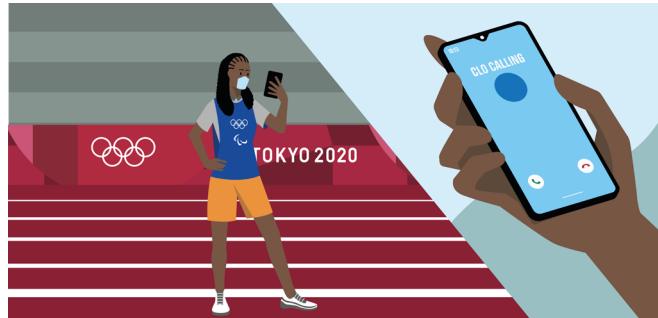
**Note:** Noor and Karl are not wearing masks as per the sport specific countermeasure for ball persons "on-court".



# AT THE GAMES: BEING A CONFIRMED CLOSE CONTACT



This is Olivia, a broadcaster. She's been covering the Athletics competitions at the Games over the past few days.



Olivia has been informed by her CLO that her colleague Rahul has been confirmed as positive for COVID-19. As she was working with Rahul conducting a series of interviews over the past days, Olivia's CLO had already been in touch with her asking for information such as how long they were together, whether they were wearing masks, etc. Her CLO has now consulted with the IDCC, and Olivia has been identified as a close contact.



Because she's a close contact, Olivia needs to take a nasopharyngeal PCR test at a medical facility. She will be informed of her results and her CLO will help with next steps.



Her test results came back negative\*. However, because she is a confirmed close contact, Olivia will need to isolate in her accommodation and monitor her health. She will be in constant contact with her CLO and following instructions about the next steps and when she can return to work.

\*If her result was positive, Olivia would follow the same process as outlined in 'At the Games: Positive result', page 45.



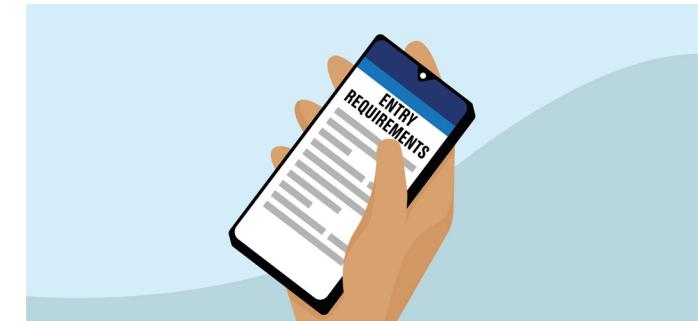
# LEAVING JAPAN



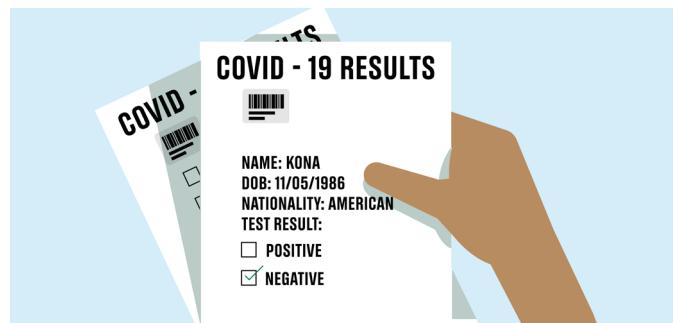
This is Kona, a Paralympic Family member from the USA. It's 22:00 on 1 September and he's due to leave Japan in 48 hours. He's been speaking to his CLO to help him organise his departure.



To fly back to the USA, Kona needs to have evidence of a negative antigen or a nucleic acid amplification COVID-19 test. It's the morning of 2 September and he's on his way to have his test\*.



He's been keeping an eye on the entry requirements at home, in case he has to take any additional precautions when he arrives, such as quarantining. His CLO is also fully up to speed on this and is keeping him updated.



Kona's received the results from the test and it's negative - so he's all ready to go home tomorrow. Importantly, he has the test certificate in English that he needs to show to board the flight home.



At the airport, he shows the necessary documents at the airline check-in desk and to border control staff. Everything's in order and he goes to board his flight, reflecting on a truly memorable Games.

\*COVID-19 test certificate entry requirements vary from country to country. Please ensure you are up to date with the entry requirements for the country(ies) you will be travelling to. Information on how to get a test certificate will be available by the end of June.



# VENUE COUNTERMEASURES

In addition to the Playbook principles, the following applies to venue operations at the Olympic and Paralympic Games Tokyo 2020. Details of venue-specific adaptations are being developed by Tokyo 2020 and the IOC/IPC. Any further information will be available within individual venue operating plans.

## Physical distancing

- **Separation of flows between athletes and others**
  - Athlete flows will be organised so that they do not cross with others unless unavoidable for operational purposes, in which case additional countermeasures will be in place, such as managed crossings
- **Ensuring physical distancing:**
  - Maintain the standard Playbook physical distancing rule of at least two metres from athletes and one metre from others. Where this is not possible, for example in elevators, capacities will be limited and conversation prohibited
  - Workforce will be trained in managing the movement of people, including guiding and providing directions. They will be positioned in areas where people are likely to gather – including

any waiting lines – for example at Pedestrian Screening Areas (PSAs), temperature check areas, concourses, toilets, concessions, seating bowl entrances, and venue entrances and exits.

They will count people going in and out, so that venues do not exceed maximum capacities

- Signage will be installed in all necessary places, including distance markers on the ground
- Droplet prevention measures (dividers/splash guards) will be installed in areas as an additional measure where physical distancing cannot be easily ensured (for example, food and beverage concessions, check-in areas, counters, work areas)

## Wearing of face masks

- Masks must be worn at all times, in all locations of venues, with the exception of training, competing, eating, drinking or during interviews in Tokyo
- Masks may be removed when eating or drinking but must be promptly replaced when finished

## Cleaning and sanitisation

- **Installation of hand sanitisers**
  - Hand sanitiser will be available at numerous points throughout each venue, including every entrance/exit, rooms where medical treatment is performed, dining areas, toilets, mixed zone, press desks and commentary positions, seating bowl staircases, concourses, work rooms, sports information desks, ice and towel distribution points, changing rooms, athlete warm up and call areas and gyms
  - Hand sanitiser will be made available to spectators in all general public areas, such as PSAs and concourses
  - Hand sanitiser will be accessible for individuals with different types of impairment



# VENUE COUNTERMEASURES

- **Disinfection operations**

- Doorknobs, switch panels, handrails, desks, elevator buttons, eating surfaces and other areas where high frequency contact is expected will be disinfected regularly
- You should disinfect items such as tables after eating and shared equipment (such as microphones, sports equipment, physio beds) before and after use

- **Signage and announcements**

- Comprehensive dedicated signage (including pictograms) will be installed to support and enforce the respect of countermeasures (mask wearing, physical distancing, hygiene, disinfection, behaviour in the seating bowl, etc). This will include appropriate accessible signage for visually impaired people
- Messaging will also be delivered via public address and videoboards

## Venue entrance: PSA & Vehicle Screening Area (VSA) Operations – Temperature check procedure

- **Temperature checks when entering a venue**

- All stakeholders except athletes and officials will have their temperature checked before entering a venue
- The first temperature check area will be in front of the entrance of each venue, before the PSA or VSA. Temperature will be checked by thermography or non-contact thermometer
  - If the temperature taken is 37.5°C or higher, it will be taken again with a non-contact thermometer
  - If the temperature again measures 37.5°C or higher, you will move to the secondary temperature check area
- In the secondary temperature check area, after a short rest, your temperature will be checked again, twice maximum, measured with a contact or noncontact thermometer
  - If your temperature is 37.5°C or higher, you will not be allowed to enter the venue
  - The location of each temperature check area may be different for each venue

- **Isolation spaces**

- There will be an isolation space at each venue, located close to the relevant medical station
- If you have a fever, other COVID-19 symptoms or any symptoms of illness, you will be temporarily isolated in this space



# VENUE COUNTERMEASURES

- **Food and beverage operations**

Be extra vigilant when eating and drinking, when the risk of infection is high. Additional measures in the food and beverage areas (concessions and concourses, seating bowl areas, lounges, workforce dining, accredited stakeholders dining areas, etc.) will include:

- Droplet-prevention measures (for example, dividers/splash guards)
- Hand sanitiser dispensers at the entrance and reception
- Regular disinfection and cleaning of tables
- Signage, for example, rules for washing hands, wearing masks etc.
- Disinfection of water dispensers and microwaves
- Floor markings in waiting line areas (at least one metre physical distancing)
- Ventilation of the area
- Workforce wearing gloves
- Hand-washing soap (pump type)
- Eating outside the dining area whenever possible, to avoid 3Cs (crowded places, close-contact settings, confined and enclosed spaces)



# GOVERNANCE FOR COVID-19 RELATED MATTERS - ROLE OUTLINE

During the Games, COVID-19 Liaison Officers (CLOs) will be supported by an ecosystem of specialised teams from Tokyo 2020 and the IOC/IPC, with direct access to public health authorities. The key support bodies will be:

## Tokyo 2020 Functional Areas for Stakeholder groups

- Functional teams from Tokyo 2020, such as Medical, Venues, etc. who will provide primary support to CLOs for all COVID-19 related matters

## ICSU (IOC/IPC COVID-19 Support Unit)

- The ICSU will provide additional support to CLOs for COVID-19 related matters

Both the Tokyo 2020 Functional Areas for Stakeholder groups and ICSU will feed into and coordinate with:

## The Tokyo 2020 IDCC (Infectious Disease Control Centre)

- The IDCC will be a central hub for information and management of all COVID-19 matters, including public health surveillance, screening testing, case management and incident response

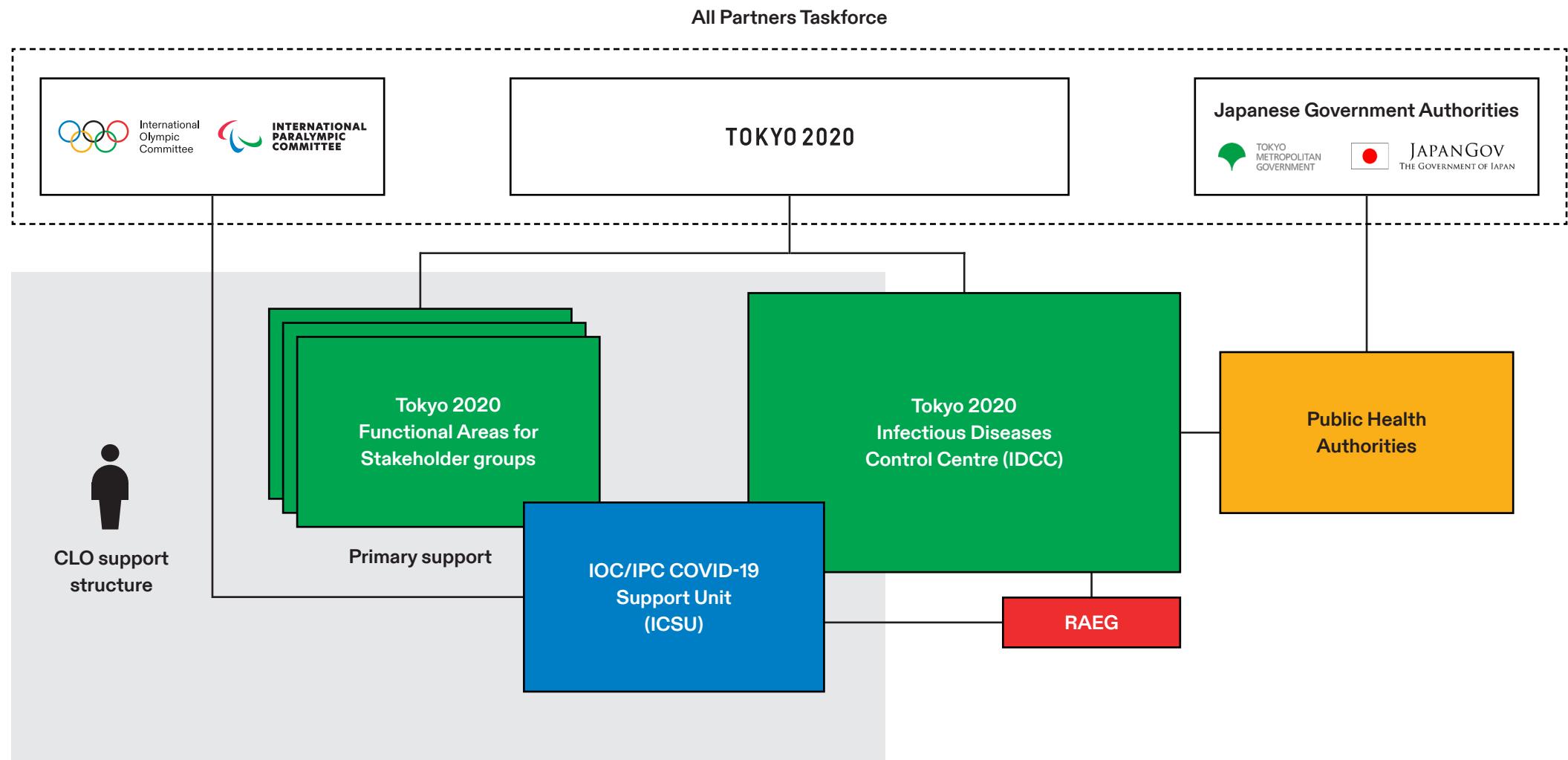
## RAEG (Results Advisory Expert Group)

- The RAEG will provide case assessment and protocols for complex cases, as well as guidance on the early management of potential close contacts of confirmed COVID-19 cases, based on the screening testing plan that will be implemented at the Games

## Public health authorities in Japan

- Public health authorities will manage confirmed COVID-19 cases and close contacts, and will work with Tokyo 2020 to coordinate treatment and/or isolation of confirmed cases

# GOVERNANCE FOR COVID-19 RELATED MATTERS - STRUCTURE





# TESTING OVERVIEW

Testing for COVID-19 is a key countermeasure at the centre of delivering a safe Games. This page provides an overview of the testing processes that will take place at each stage of a participant's journey.

## Before you travel

- Two COVID-19 tests are taken on two separate days within 96 hours of the departure of your flight to Japan

## Entering Japan

### At the airport

- On arrival, quantitative saliva antigen test is conducted
  - If positive or unclear, further tests will be performed using the same sample to verify your results

### On entering Japan

- All overseas Games participants are tested daily with quantitative saliva antigen or saliva PCR tests (depending on role) for the first three days
- Daily testing for the first three days is also conducted at pre-Games training camps/host towns, if relevant

## At the Games

### Athletes and Officials

- Daily screening testing with quantitative saliva antigen test. If positive, followed by saliva PCR from same sample  
Results within 12 hours
  - If positive or inconclusive, confirmatory nasopharyngeal PCR test is conducted (results within 3-5 hours)

### Other participants

- Regular screening testing with saliva PCR is conducted (either every day, every 4 days or 7 days, according to operational nature of role and level of contact with athletes)  
Results within 24 hours
  - If positive or inconclusive, confirmatory nasopharyngeal PCR test is conducted

## Leaving Japan

- Departure test before leaving Japan if needed for international travel or entry to destination country (according to the entry requirements for the destination country/transit countries)



# TESTING FREQUENCY

The frequency of testing for different Games participants, outlined below, has been determined considering both the risk of them infecting others and their necessity to the operation of the Games. This approach is intended to limit any potential spread of COVID-19 amongst Games participants and the people of Tokyo and Japan. Some participants may change level based on roles/responsibilities or other factors.

Population Location	Level	Characteristics	Population	Testing Frequency
Tokyo	1A	<ul style="list-style-type: none"> <li>Athletes staying in the Olympic/Paralympic Village</li> <li>Other Olympic/Paralympic Village residents, due to their close proximity to athletes and critical role in operating the Games</li> </ul>	<ul style="list-style-type: none"> <li>Olympic/Paralympic Village residents</li> <li>Athletes</li> <li>Team Officials</li> <li>Other NOC/NPC accredited personnel</li> </ul>	Daily
Tokyo	1B	<ul style="list-style-type: none"> <li>Athletes and Team Officials not staying in the Olympic/Paralympic Village</li> </ul>	<ul style="list-style-type: none"> <li>Athletes not staying in the Olympic/Paralympic Village but residing in Tokyo</li> <li>Team Officials not staying in the Olympic/Paralympic Village but residing in Tokyo</li> <li>Other NOC/NPC accredited personnel</li> </ul>	Daily
Remote	1C	<ul style="list-style-type: none"> <li>Athletes and Team Officials not residing in Tokyo</li> </ul>	<p>Those residing in remote venues:</p> <ul style="list-style-type: none"> <li>Athletes</li> <li>Team Officials</li> <li>Other NOC/NPC accredited personnel</li> </ul>	Daily
ALL	1D	<ul style="list-style-type: none"> <li>Participants who have regular contact with or close proximity to athletes</li> <li>Core participants required for Games operations</li> </ul>	<ul style="list-style-type: none"> <li>IF Presidents and Secretaries General, IF Executive Board members, IF Delegates, International Technical Officials, Judges, Jury members, National Technical Officials, Equipment Technicians, IF Full Time Senior Staff, IF Staff, IF Medical Officer, IF Head of Media, Transferable Participants</li> <li>FOP broadcasters and photographers</li> </ul>	Daily
ALL	1E	<ul style="list-style-type: none"> <li>Participants who have regular contact with or close proximity to athletes</li> <li>Core participants required for Games operations</li> </ul>	<p>Select Sport-Specific Volunteers</p> <ul style="list-style-type: none"> <li>Select FOP and OLV support services workforce (e.g. timekeepers, results managers, medical staff at isolation and quarantine facilities etc.)</li> </ul>	Daily
ALL	2A	<ul style="list-style-type: none"> <li>Participants who may come into some contact with participants from Level 1 (in particular, those having some contact with athletes)</li> </ul>	<ul style="list-style-type: none"> <li>Other broadcast and press</li> <li>Olympic and Paralympic Family</li> <li>Select Marketing Partners</li> </ul>	Every 4 days
ALL	2B	<ul style="list-style-type: none"> <li>Participants who may come into some contact with participants from Level 1 (in particular, those having some contact with athletes)</li> </ul>	<ul style="list-style-type: none"> <li>Other Sport-Specific Volunteers</li> <li>Other support services workforce</li> </ul>	Every 4 days
ALL	3	<ul style="list-style-type: none"> <li>Participants who have limited or no contact with Level 1 Participants</li> <li>Workforce who may have some contact with overseas stakeholders</li> </ul>		Every 7 days
ALL	4	<ul style="list-style-type: none"> <li>Other Games participants</li> </ul>		No testing



# SMARTPHONE APPLICATIONS (APPS)

## Applications

Every visitor to Japan is required to have a smartphone and to download and use two smartphone applications ('apps'): OCHA and COCOA. OCHA will support entry to Japan procedures of quarantine, immigration and customs, as well as daily health reporting and COCOA will support contact tracing in case of having close contact with somebody who has COVID-19. An overview of each app is provided below.

### Online Check-in and Health report App (OCHA)

#### Overview

OCHA is currently under development by the Government of Japan and scheduled to be released in late June.

For Tokyo 2020, OCHA contributes to efficient procedures upon entry. Through daily health monitoring and reporting, it also supports measures to prevent the spread of infection, and monitoring of your health condition by your CLO.

You will need to download and install this app before you travel to Japan, to input daily health information after your arrival and some information required for quarantine, immigration and customs when entering Japan.

As a Games participant, to start using the app after downloading it you will need to input your OIAC/PIAC card number and password previously set on the Tokyo 2020 Infection Control Support System (ICON). Please confirm the OIAC/PIAC card number on the PVC sent separately, or confirm with your CLO.

#### Functions

##### Daily health reporting

You will need to input your daily body temperature (taken by a thermometer) and whether or not you feel unwell from the date of entry to Japan until the date of departure. This information will be transferred to Tokyo 2020 ICON under strict data management, and monitored by each organisation's CLO and the responsible Functional Area in Tokyo 2020 to help prevent the spread of COVID-19.

#### Functions for consent, quarantine, immigration, customs procedure

When you enter Japan as a person involved in the Games, it is necessary that you clearly state that you will comply with the contents of Playbook and the 'Written Pledge' submitted by Tokyo 2020 to the Government of Japan. You will be asked to do so by submitting a consent form to Tokyo 2020 in OCHA.

In addition, you can enter quarantine, immigration, and customs information required at the time of entry to Japan. Once successfully entered, you will receive a QR code, which you will have to show to the relevant quarantine, immigration and customs officers. If you use OCHA for country entry, it is not necessary to fill in the 'Questionnaire web' and present the copy of 'Written Pledge'.

#### Languages

English, Japanese, French, Chinese (Simplified), Spanish and Korean.



# SMARTPHONE APPLICATIONS (APPS)

## Privacy policy and data protection

A privacy policy will be prepared in accordance with the rule of the Personal Information Protection Law in Japan, on the premise of giving consideration to the privacy of each person.

## Download links

The app will be released in late June.

## Contact Confirming App (COCOA)

### Overview

The COCOA app enables you to receive notifications about the possibility of contact with someone infected with COVID-19, while ensuring anonymity for your privacy. The app was released in June 2020. It uses the short-range communication (Bluetooth) function on smartphones and the Exposure Notification framework developed by Google and Apple, adopted by many countries for a similar purpose.

You are not asked to enter your name, phone number, e-mail address or other information that could identify you. Information on close contact with other smartphones is encrypted and recorded only in your smartphone and

is automatically disabled after 14 days. Administrative agencies or third parties will not use or collect contact records or personal information.

You need to activate COCOA on arrival.

[Download more information about COCOA in English](#)

### Languages

At the moment, Japanese, English and Chinese are supported.

### Download links

Download COCOA using the following links:

[Download from App Store](#)

[Download from Play Store](#)

[Privacy Policy](#)

[Terms and Conditions of Use](#)



# SMARTPHONE APPLICATIONS (APPS)

## GPS location information storage

In the event that an infection is found or for activity tracking/tracing, the GPS function of your smartphone (Android/iOS) will be used to save your location information. When entering Japan, please set the GPS function of your phone in accordance with the immigration procedure of the Government of Japan. This feature of your phone will only use a small amount of battery and a small amount of memory to store location information.



# TOKYO 2020 INFECTION CONTROL SUPPORT SYSTEM (ICON)

## Overview

The Tokyo 2020 Infection Control Support System (ICON) is a web-based tool introduced by Tokyo 2020 as a COVID-19 countermeasure, and is mainly used by the CLOs. However, all Games participants who use OCHA are required to set their password for OCHA in ICON (see below).

Each RO's CLO(s) will be able to submit all documents required to enter Japan (for example, the Activity Plans of their delegation) to Tokyo 2020 using this system. It will also be used to check daily health reporting and reports of positive COVID-19 test results. Tokyo 2020 will provide CLOs with manuals that will help them understand the procedures for using ICON.

The functions related to immigration procedures will be released to support CLOs in the preparation of their teams' journeys. Other functions such as health reporting and reporting of positive cases will be released in late June.

## Password for OCHA

To set a password for OCHA, go to the Tokyo 2020 ICON website and follow the instructions. On ICON, you will have to input your OIAC/PIAC card number, the document number of the document you used for registering your OIAC/PIAC card number (passport number, driver's license number, My Number card, residence card) and your date of birth and email address. In addition, it will be required to agree to the Tokyo 2020 ICON Terms of Use and Privacy Policy.

## Languages

English, Japanese, (some parts will also be available in French, Chinese (Simplified)), Spanish and Korean



# FREQUENTLY ASKED QUESTIONS ON SMARTPHONE APPLICATIONS

## **Q1. What about those without smartphones?**

**A1.** All visitors to Japan are required to show a specific screen of OCHA installed in their smartphone both to airline staff at check-in and to Japanese quarantine authorities on arrival. In the exceptional case that you do not have a smartphone or cannot download OCHA on your smartphone, immediately contact Tokyo 2020. In those cases, Tokyo 2020 will send you the written pledge separately and assist you so that you can rent a smartphone at the airport. Your RO will be given more details regarding procedure.

## **Q2. I am already using a contact tracing app in my base country. Do I also need to install COCOA?**

**And if so, how do I switch to COCOA?**

**A2.** Yes, the Government of Japan requires you to install COCOA. If you already have a contact tracing app installed that uses the Exposure Notification (EN) framework of Apple and Google, you will need to turn it off before COCOA will work.

## **Q3. If I am notified by an app that I was in contact with an infected person, what do I do?**

**A3.** Let your CLO know immediately. They will tell you the next measures to take.

## **Q4. When should I start reporting my health status using OCHA?**

**A4.** Please input your health information just after you enter Japan.

## **Q5. When should I start to use OCHA if I am already in Japan at the time of the release of OCHA? Is it necessary if I have been in Japan for more than 14 days?**

**A5.** If you're a resident of Japan or have been in Japan for more than 14 days, start recording your daily health information on OCHA 14 days before your Games-related role begins. For more information, refer to 'At the Games - Residents of Japan', page 25.

## **Q6. What if I cannot download the specified app?**

**A6.** For countries where the app cannot be downloaded, contact your CLO for help.

## **Q7. Can I install/transfer the apps onto a second Japanese phone after arrival (for example, a rate card phone or an athlete phone)? How?**

**A7.** Yes, you can. After installing OCHA on the second smartphone, you can log in with your OIAC/PIAC number and password. If you have changed the device, some data such as health information will be transferred. Please also note that you will not be able to use it on your old device.

## **Q8. Will people with disabilities be able to use the apps?**

**A8.** Yes, you will be able to use OCHA using the voice read-aloud function on iOS/Android OS.



# VACCINES

Vaccination efforts for Games participants are being coordinated by the IOC and IPC, in line with national immunisation priorities established by respective governments.

Focused first on athletes and those who will be in frequent contact with athletes, vaccinations give us an extra tool to help make these Games safe – for all participants and the people of Tokyo and Japan.

As a result of collaboration and generous donations, more than 80 per cent of Olympic and Paralympic Village residents will be vaccinated ahead of the Games. The level of vaccination among other participants is also expected to be high.

Please note: While we encourage everyone coming to Tokyo to get vaccinated if this is possible in line with the national immunisation guidelines of your country, you will not be required to have received a vaccine in order to participate in the Games.

All of the rules outlined in this Playbook will apply whether or not you have received a vaccine.



# COMPLIANCE AND CONSEQUENCES

The measures documented in this Playbook have been established based on latest scientific evidence, expert advice and lessons from other international events. We draw to your attention that risks and impacts may not be fully eliminated and that you agree to attend the Olympic and Paralympic Games at your own risk. We trust that these measures are proportionate to mitigate the above-mentioned risks and impacts and we fully count on your support to comply with them.

As part of the accreditation process and related documents for the Olympic and Paralympic Games, your organisation will bring some information relating to these measures to your attention: in particular, that compliance with the rules of the Playbook is necessary in order for you to be granted your accreditation and maintain it; and that, in some cases, these measures may also involve the processing of your personal information, including health-related information. In light of the above, we count on you to ensure that you have read carefully and understood the content of this Playbook (including any further updates there to) and abide by the rules contained therein, as well as with any further instructions that may be issued by the Japanese authorities, the IOC, the IPC, Tokyo 2020 and/or your organisation. Your compliance with such rules and

instructions is key to successfully achieve our common objective: to ensure that the health of all the participants in the Olympic and Paralympic Games are protected, and that the Games are safely staged.

## Non-respect of the Playbook

Non-respect of the rules contained in this Playbook may expose you to consequences that may have an impact on your participation in the Olympic and Paralympic Games, your access to Games venues and, in some cases, on your participation in competitions. Failure to comply with these rules, such as refusal to take a test, going to destinations not included in your Activity Plan or intentionally disrespecting mask wearing or physical distancing measures, may result in disciplinary consequences. These disciplinary consequences may be imposed by the competent Japanese authorities, the IOC (for the Olympic Games), IPC (for the Paralympic Games) and/or your organisation in accordance with their respective rules and regulations.

In case of an infringement of any rules contained in this Playbook on the occasion of the Olympic Games and without limiting the consequences or sanctions imposed

by your organisation or other competent authorities or entities, you may be exposed to the following non-exhaustive range of potential consequences in accordance with the Olympic Charter:

- Warning(s)
- Temporary or permanent withdrawal of your accreditation
- Temporary or permanent ineligibility or exclusion from the Games (with the consequences set forth in the Olympic Charter)
- Disqualification (with the consequences set forth in the Olympic Charter)
- Financial sanctions

Such consequences may be imposed upon you in accordance with the procedure described in the [Playbooks Disciplinary Regulations applicable to the Games](#) established by the IOC.



# COMPLIANCE AND CONSEQUENCES

In case of an infringement of any rules contained in this Playbook on the occasion of the Paralympic Games and without limiting the consequences or sanctions imposed by your organisation or other competent authorities or entities, you may be exposed to the following non-exhaustive range of potential consequences:

- Warning(s)
- Temporary or permanent withdrawal of your accreditation
- Temporary or permanent ineligibility or exclusion from the Paralympic Games
- Disqualification
- Financial sanctions

Your organisation may have enacted regulations, such as codes of conduct or specific rules in connection with COVID-19, that may contain similar and/or additional rules than those contained in the Playbook. In the event of a breach of any such rules, the consequences and related sanctions are under the authority of your organisation in accordance with the aforementioned regulations and may therefore apply to you.

Please be aware that some of the measures described in this Playbook, such as those related to the entry into and departure from Japan, are under the jurisdiction of the Japanese authorities. While you would need to comply with the instructions of such authorities (especially quarantine or isolation) and more generally any applicable laws and regulations in Japan, there may be consequences imposed upon you in the event of a breach of these measures or instructions, such as being subject to strict administrative measures including procedures for revocation of your permit of stay in Japan, in addition to potential quarantine or isolation measures that may be imposed upon you.

In the event you have questions about the non-respect of this Playbook, you can speak to your CLO in the first instance, who will determine the appropriate next steps. CLOs will receive further information and support on situations of non-respect of the Playbooks.



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TOKYO 2020



TOKYO 2020  
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