



International
Olympic
Committee



INTERNATIONAL
PARALYMPIC
COMMITTEE



THE PLAYBOOK

MARKETING PARTNERS

Your guide to a safe
and successful Games



April 2021
Version 2



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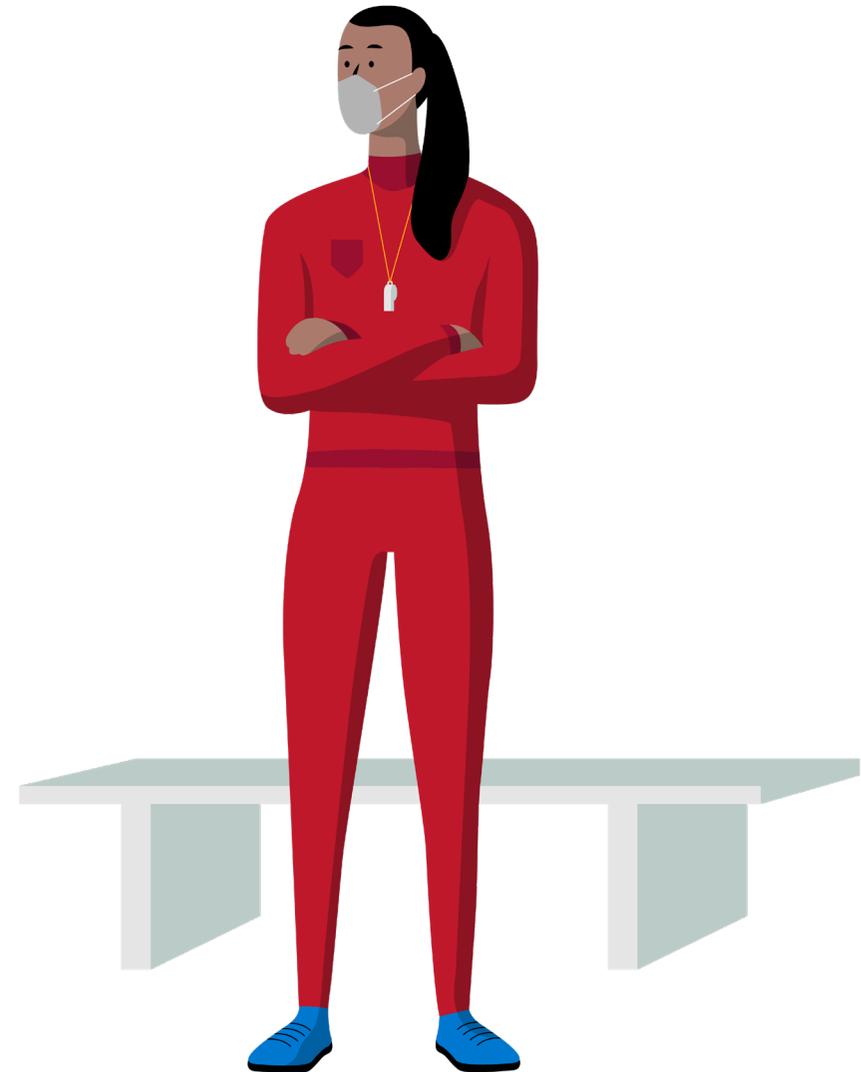
 Important updates from the last version.

WHO IS THIS PLAYBOOK FOR?

Marketing Partner Accredited Executives

Marketing Partner Accredited Workforce* (TOP)

Marketing Partner Hospitality Guests** (Residing in Japan)



*Please refer to the dedicated Workforce Playbook for further information

**Some measures for Marketing Partner Hospitality Guests are similar to those for spectators; please refer to information for spectators to be provided at a later date

STRONGER TOGETHER



To ensure the Olympic and Paralympic Games Tokyo 2020 go ahead this summer in a safe manner, 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, together with the world's leading experts in health and sport event delivery, are working around the clock. They are developing a range of measures to enable the Games to be staged taking into account the evolution of COVID-19 in Japan and worldwide.

Every single Games participant has a clear role to play to ensure their own safety. That is why we have all combined forces to develop the Playbooks, which explain how the Games will be staged.

Following February's publication of the first Playbook, several briefings and online meetings were held with all stakeholder groups.

With the benefit of extensive feedback and questions, together with ongoing learnings from recent international sport events and expert scientific advice, this Playbook

Version 2 provides updated guidance and further detail on how the Games will be organised and operated, so that you can advance your preparations and implement your plans.

The Games are fast approaching, and we are working hand in hand with Tokyo 2020 and delivery partners to ensure that we are ready.

Additional detailed operational documents, as well as online Q&As, will be made available and updated in the coming weeks. These will continue to address the questions you may still have following this version of the Playbook.

To best support you ahead of the Games, your COVID-19 Liaison Officer (CLO) will soon be appointed and trained. June's third and final planned version of the Playbook will provide updates on any significant changes, in addition to the information from your CLO.

These Games will be different and we all have to adjust. In addition to no overseas spectators, you will face restrictions to the places you can go, as well as hygiene

and physical distancing measures. These 'safety first' decisions are there to protect you, all Games participants and the people of Tokyo and Japan.

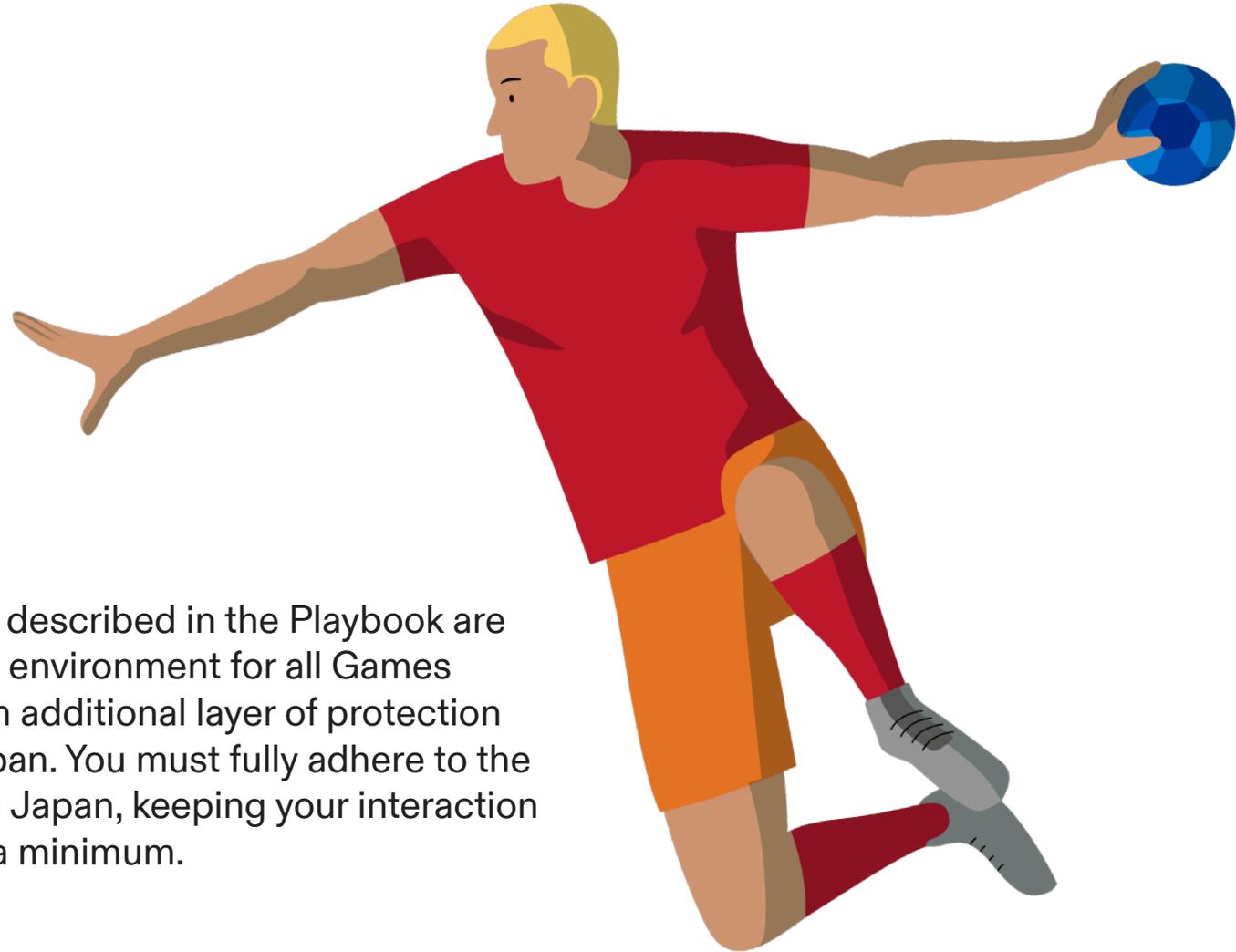
The eyes of the world will be on Tokyo this summer. With more broadcast and digital coverage than ever before, the performances of athletes, who have continued to train during these very difficult times, will provide much needed positivity and hope to billions of people around the world.

We must all take responsibility to ensure safe and successful Games. Follow the Playbook, live the values of Excellence, Respect and Friendship. There will be challenges to overcome, even sacrifices to be made. But **#StrongerTogether** we will experience a Games like no other.

Thank you and see you at the Games.

Timo Lumme,
Managing Director,
IOC Television and Marketing Services

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 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 closed, crowded or involve close contact.

#1



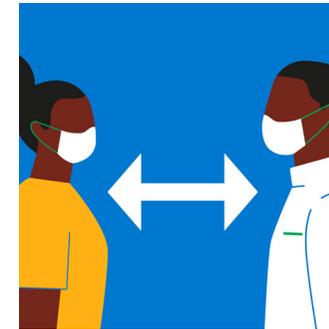
Keep physical interactions with others to a minimum (and don't forget to wear your mask!)

#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



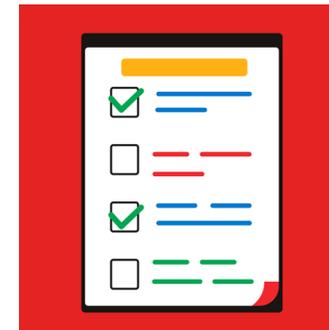
Avoid enclosed spaces and crowds where possible

#5



Use designated Games vehicles. Do not use public transport for the first 14 days

#6



Only carry out the activities submitted in your Activity Plan for the first 14 days, on the list of permitted destinations

TEST, TRACE AND ISOLATE

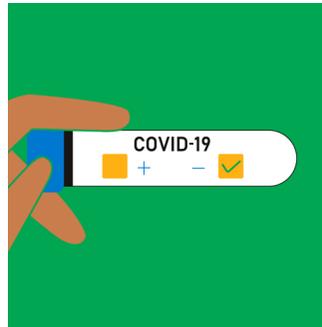
To stop the spread of COVID-19, it is vital to break the chain of human-to-human transmission. That is why it is important to have stricter protocols to identify who has the COVID-19 virus as early as possible, through testing; to understand who the virus might have been passed to, through contact tracing;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

#1



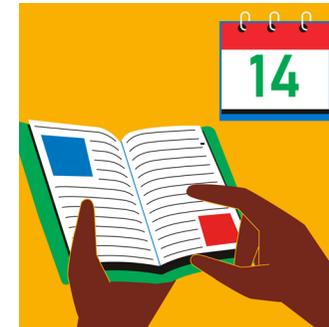
Download Japan's smartphone Contact Confirming Application (COCOA) and health reporting application (app), and familiarise yourself with any other technology solutions that may be used to support COVID-19 countermeasures

#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.

#1



Wear a face mask at all times

#2



Wash your hands regularly and use hand sanitiser where available

#3



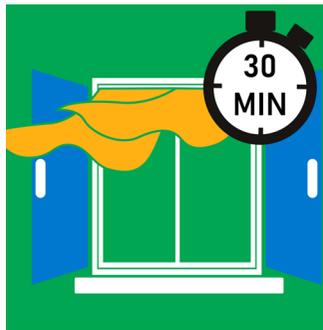
Support athletes by clapping instead of singing or chanting

#4



Avoid using shared items where possible, or disinfect them

#5



Ventilate rooms and common spaces every 30 minutes

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, and are based on the extensive work of the All Partners Task Force, which also includes the World Health Organization, the Government of Japan, the TMG, independent scientific experts and organisations from across the world.

This Playbook sets out your responsibilities as a member of the Olympic and Paralympic Family, and should be considered alongside wider information received from your Responsible Organisation (RO). Additional operational publications (for example, the Marketing Partner handbook) will be provided to you when available using the Tokyo 2020 Marketing SharePoint Site. They will be regularly uploaded and updated as necessary between now and Games time.

The rules apply to everyone in the Olympic and Paralympic Family, 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 – including those required by the Japanese authorities – starting 14 days before you travel and throughout the length of your stay in Japan. It's crucial that you take personal responsibility for your part in the plan: as a member of the Olympic and Paralympic Family, your actions will set the standard for others.

COVID-19 Liaison Officers (CLOs)*

Every RO has been asked to appoint a CLO – including Tokyo 2020 domestic marketing partners. This person will be your key contact for all matters related to COVID-19. They will also be the contact for Tokyo 2020, the Japanese health authorities, and, where relevant, the IOC/IPC. It is requested that the CLO be on-site in Japan for the full duration of your delegation's stay if you are coming from overseas. Additional CLOs may be appointed as needed for support.

Your CLO will be responsible for ensuring that you understand the content of and the importance of complying with this Playbook. They will be given specific training before the Games. There will be a support framework in place for CLOs dedicated to each stakeholder group.

*More information, 'Roles and responsibilities of the COVID-19 Liaison Officer for Marketing Partners', has been communicated to your RO

When do the rules apply?

This Playbook describes the measures planned for Games-time (date to be confirmed). Those entering Japan with a Pre-Valid Card (PVC)* must comply with the measures of the Government of Japan required at the time.

The Playbook will be implemented progressively as we get closer to the Games. Some countermeasures (for example, screening testing after day 14) and services (for example, Games transport) will be different during the pre-Games period (date to be confirmed). If you are travelling early, your RO will liaise with Tokyo 2020 for Playbook implementation dates** and confirm with you the measures that apply at the time you are travelling.

*A PVC is valid as an entry document to Japan from 23 April, in conjunction with the other documents listed below. See 'Before you travel', page 13

** Further guidance on the implementation of the Playbook will be communicated to your RO when available

INTRODUCTION

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. This includes procedures for entry into Japan. Future versions of the Playbook could include more restrictions than those currently listed.

The next version (which is expected to be final) will be published by June 2021.

Responsibilities and risk

We trust that the measures laid out will mitigate the risks and impacts involved in participating in the Games, and we fully count on your support to comply with them. However, despite all the care taken, risks and impacts may not be fully eliminated, and therefore you agree to attend the Olympic and Paralympic Games at your own risk.



BEFORE YOU TRAVEL



! 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 48.

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; 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 cover for COVID-19) covering the entire period of your stay in Japan.

+ Support from your CLO before you travel

- Your CLO is responsible for ensuring you comply with the Playbook
- They'll submit your 14-day Activity Plan to Tokyo 2020 and supply you with the 'Written Pledge'
- 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!

TEST, TRACE AND ISOLATE

- **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)
- ⊕ **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 health reporting app screen once it is introduced. Details will be shown in the next Playbook
- **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
- ⊕ **Your Activity Plan must include:**
 - Personal information (name, passport number, RO)
 - 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
 - The format is currently being finalised and will aim to allow you to select destinations in a simple manner

* The Activity Plan template and details of timing for submitting the plan will be available when finalised

TEST, TRACE AND ISOLATE

- **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](#)
- **Download and install** the Contact Confirming Application (COCOA) and health reporting app
 - The health reporting app is scheduled to be released in JuneFor details, see 'Smartphone applications', page 43
- **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
 - Inform your CLO, who will explain the next steps
- ⊕ **If you are travelling before the health reporting app is released, fill in the Japanese authorities' 'Questionnaire web'** ['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

TEST, TRACE AND ISOLATE

- ⊕ **Take two COVID-19 tests on two separate days within 96 hours of the departure of your flight to Japan** (first flight if you are on an indirect route)*
 - Tests must use one of the methods listed on the [‘Certificate of Testing for COVID-19’](#) designated by Japanese authorities
 - Currently, approved test types (saliva or nasopharyngeal swab) include real-time polymerase chain reaction (PCR), nucleic acid amplification (LAMP, TMA, TRC, Smart Amp, NEAR), New generation sequence and antigen (CLEIA) tests
 - A list of approved testing providers is being developed and will be made available to your CLO. If the list does not include a convenient provider, your CLO can liaise with Tokyo 2020 to add providers to the list

* Take one of the two tests within 72 hours of departure. If you are travelling to Japan in the pre-Games period, take one test within 72 hours of your flight to Japan. The exact date from when two tests within 96 hours will be required will be provided when confirmed

- ⊕ **Obtain a certificate of your negative COVID-19 test results**
 - You are requested to use the certificate format designated by the Government of Japan, or one which includes all necessary information specified by the Government of Japan 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 (electronic)
 - You will need to present your negative test results certification in order to check-in at the airport/ board the plane
 - If you are unable to provide your certification you will not be allowed to board your flight.
- **If a COVID-19 test is positive:**
 - Immediately begin self-isolation in line with local rules
 - Your CLO, who will record your symptoms, test results and close contacts, as well as inform Tokyo 2020 and agree on next steps

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. Everyone is responsible for their own supply but your RO may provide them for you; check with your CLO
 - Follow WHO recommendations on mask wearing
 - 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

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. Additional rules also apply on arrival and for the next 14 days.

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

- ⊕ **Be ready to show immigration authorities**

 - Your PVC (or OIAC/PIAC), along with your passport or other travel certificate associated with your PVC
 - Negative COVID-19 test results certification (hard copy); without this you will not be allowed to enter Japan*
 - '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)
 - Any additional documents filled out on the airplane and/or at the airport
- **Activate the COCOA app upon arrival and turn on Bluetooth**
- ⊕ - Turn on location information services and location history on your smartphone, which may be needed for contact tracing

For details, see 'Smartphone applications', page 43
- **Be ready to take a COVID-19 test (currently saliva antigen) on arrival**

 - ⊕ - Wait in the designated area for your test results, which will be processed at the airport
 - If your test results are unclear or positive, be ready to take a second test for confirmation
- **If your test result is confirmed positive**

 - You must isolate in accordance with the instructions of the Japanese health authorities; for more guidance on isolation, see 'At the Games – Test, trace and isolate', page 25
 - Immediately inform your CLO by phone; they will consult with Tokyo 2020
- **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](#)
- ⊕ **Quarantining on arrival and for the first three days**

 - Border control measures in Japan have been revised since the first version of the Playbook released in February 2021. 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
 - Your other option is to be quarantined at your accommodation on arrival and for the next 14 days

*Take one of two tests within 72 hours of departure. If you are travelling to Japan in the pre-Games period, take one test within 72 hours of your flight to Japan. The exact date from when two tests within 96 hours will be required will be provided to you when confirmed



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
For more information, see 'At the Games – Getting around', page 32

PARALYMPIC CONSIDERATIONS

- 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 operations or participation in Games events begin, additional countermeasures will apply:
 - Download the COCOA and health reporting app. The health reporting app is scheduled to be released in June
See 'Smartphone applications', page 43
 - Monitor your health
 - 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

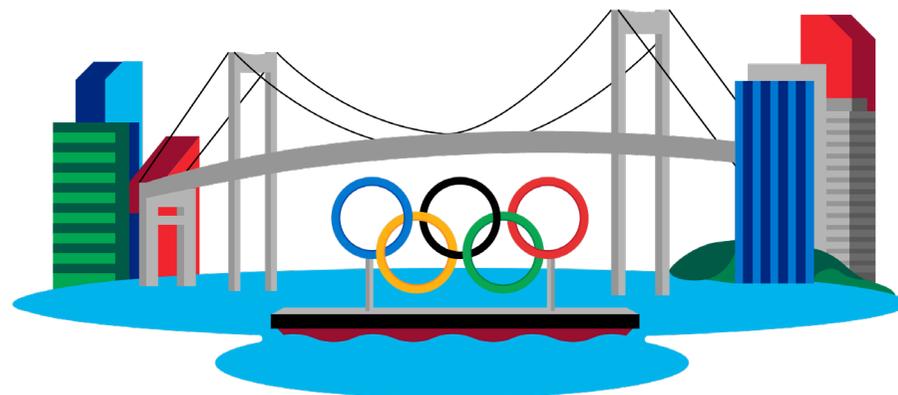
*This also applies to Games participants with a pre-Games role who have been in Japan for more than 14 days

• During the Games

Follow the rules described in 'At the Games', pages 24-35



AT THE GAMES



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

Physical distancing and good hygiene measures (also laid out in the principles, pages 5-9) 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 will be monitored by Tokyo 2020 to ensure compliance.

To enable physical distancing, overall accreditation numbers have been reduced, venue operational plans adapted and access to venues restricted to what is strictly required for operational reasons. Capacities for all venues will potentially be limited according to the countermeasures implemented, with pre-booking for Olympic and Paralympic Family stands and lounge areas.

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

In accordance with the Japanese authorities' requirements, you are responsible for proactively monitoring and reporting your personal health every day via the health reporting app. 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 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.

+ 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 pages 26-33 for full details

+ Support from your CLO

- If you test positive for COVID-19 or experience any symptoms, immediately inform your CLO, who will take you through the next steps
- Your CLO can help you upload daily health monitoring results
- If you're unclear about any of the rules and differences during the first 14 days, ask your CLO

TEST, TRACE AND ISOLATE

- **Proactively monitor** your personal health every day (body temperature and any other COVID-19 symptoms) and report the results on the health reporting app (scheduled to be released in June)
 - Health monitoring protocols for residents of Japan will be provided separately
For more information, see 'Smartphone applications', page 43
- **Prepare to have your temperature checked before you enter a Games venue**
 - If you record a temperature of 37.5 degrees Celsius or higher, after a cool down period it will be checked a second time for confirmation
 - If you again record a temperature of 37.5 degrees Celsius or higher, you will not be permitted to enter the venue. Notify your CLO and follow their instructions. You will be taken to an isolation area to wait for further measures
 - Details on the procedure and locations for temperature checks will be included in the next Playbook

TEST, TRACE AND ISOLATE

- **Screening testing**

- ⊕ - **First three days**

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

- **After the first three days**

After the first three days and throughout your stay, you will be tested regularly, according to the operational nature of your role and level of contact with athletes

- The frequency of tests will be decided by Tokyo 2020 and the IOC/IPC, based on information provided by your RO. Frequency may vary within the same organisation, according to individual roles
 - If you have regular contact with athletes, in principle you will be tested daily
 - If you have some contact with athletes, you will be tested at least every four days
 - If you have limited or no contact with athletes, you will be tested every seven days

- Regardless of the frequency of your testing, everyone will be tested on day 14 after arrival
 - The same principles apply to those already residing in Japan, with the exception of specific roles that may not need testing

- **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 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

TEST, TRACE AND ISOLATE

- **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 continue isolating or be hospitalised. You will not be allowed to perform your operational role
 - 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
 - Further details on isolation such as WiFi, catering, accessibility, contacting your CLO/team, etc. are being developed and will be shared when available
 - You will be discharged from isolation in accordance with the discharge guidelines in Japan
- **CLO 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, and 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
 - More information will be provided to CLOs in May

TEST, TRACE AND ISOLATE

- + **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 RO and Tokyo 2020

- If you are identified as a close contact of someone with a confirmed positive test, immediately 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
- Further details will be clarified in the next version of the Playbook





SOCIAL

-
- **Limit your contact** with other people as much as possible
 - **Keep a distance of two metres from athletes and one metre from others**
 - **Keep physical interactions with others to a minimum.** Avoid unnecessary forms of contact such as hugs, high-fives and handshakes
 - **Keep your list of regular contacts list up to date**
 - **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

SOCIAL

+ Where you can go, what you can do

For the first 14 days

- Follow only the activities you have outlined in your Activity Plan
 - You must only leave your accommodation to go to Official Games Venues (as per your accreditation privileges) and limited additional locations, as defined by the list of permitted destinations. The permitted destinations are those that are critical for the Games and will have COVID-19 countermeasures in place
- Minimise contact (within one metre) with Games participants who have already been in Japan for more than 14 days, and with Japanese residents
- 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 visit tourist areas, shops, restaurants or bars, gyms, etc.
- You are strongly encouraged to stay at accommodation provided by Tokyo 2020
 - If you are staying in self-arranged accommodation, you must adhere to Playbook rules at all times and provide information to Tokyo 2020 so they can work with respective local authorities to facilitate the implementation of COVID-19 countermeasures
 - If your planned accommodation is not able to confirm the implementation of all relevant COVID-19 countermeasures, you must contact Tokyo 2020 to be provided with suitable alternative options
 - Locations will be supervised on a regular basis to ensure the locations and guests follow expected standards

SOCIAL

Throughout the Games

- **Use the dedicated pre-booking app** to reserve seats in Olympic/Paralympic Family stands and lounge areas at competition venues. Only Olympic and Paralympic Family members with a valid pre-booked seat for the ongoing session will be able to access the stands and lounge areas. More detailed information on the pre-booking app will be available when confirmed, following the decision on the upper limit of the seating capacity
- **Observe specific rules for Ceremonies**, access to the Olympic and Paralympic Family hotel and IOC/IPC meetings at the Games. More detailed information will be available when confirmed
- **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. Tours will also not be conducted
- **MPC and IBC access** has been restricted as a result of COVID-19 countermeasures and no tours will be conducted

SOCIAL

+ Getting around

For your first 14 days

- You must not use public transport. You may only use dedicated Games vehicles such as buses and fleets while you do not have access to public transport. You may also be permitted to use dedicated vehicles provided by your RO. 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. 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

After the first 14 days

- You may use public transport, which will operate following Japanese hygiene protocols

SOCIAL

+ Places to eat

For the first 14 days

- Considering the 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 with residents of Japan
- You must only eat in one of the following places, where COVID-19 countermeasures are in place:
 - Catering 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
 - Use a private room in a restaurant that can be accessed in a manner compliant with COVID-19 countermeasures

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
- 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
- **You may remove your mask if you feel the need to avoid the risk of heatstroke** 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
 - A face shield is not an acceptable alternative to a mask. They should only be used to prevent infection of the eye area or in situations where wearing a mask would be impractical
- **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
- **Disinfect your dining table** after eating

PARALYMPIC CONSIDERATIONS

- **The restriction of keeping at least one metre's distance 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 physical 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 and should 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

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

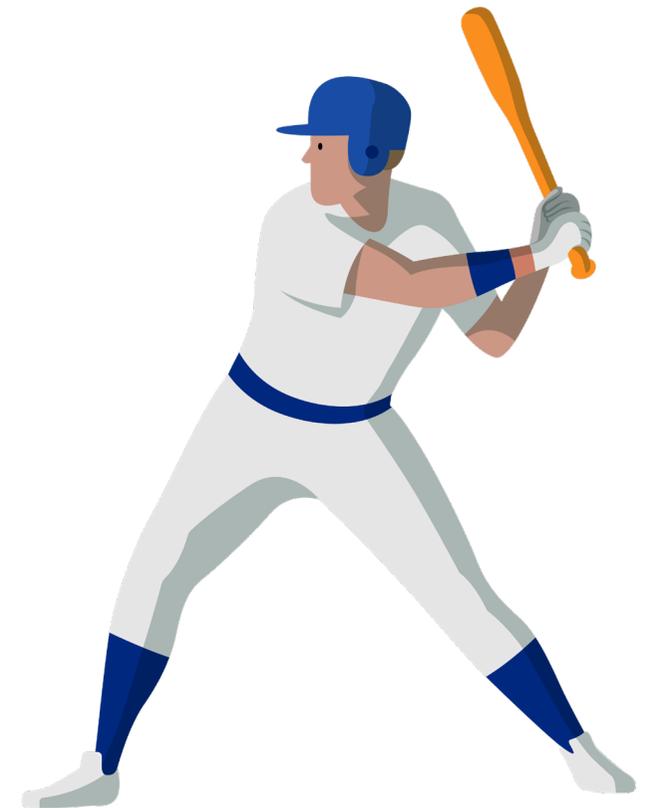
You should continue to follow the Playbook and any instruction or requirement from the Japanese authorities – including hygiene and distancing rules – throughout your departure and until you reach your destination.

- + **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
- **Solutions will be available if you need to take a final COVID-19 test** and obtain a negative test certificate for international travel or entry to your destination country
- **Travel to the airport using a dedicated Games vehicle if within the 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

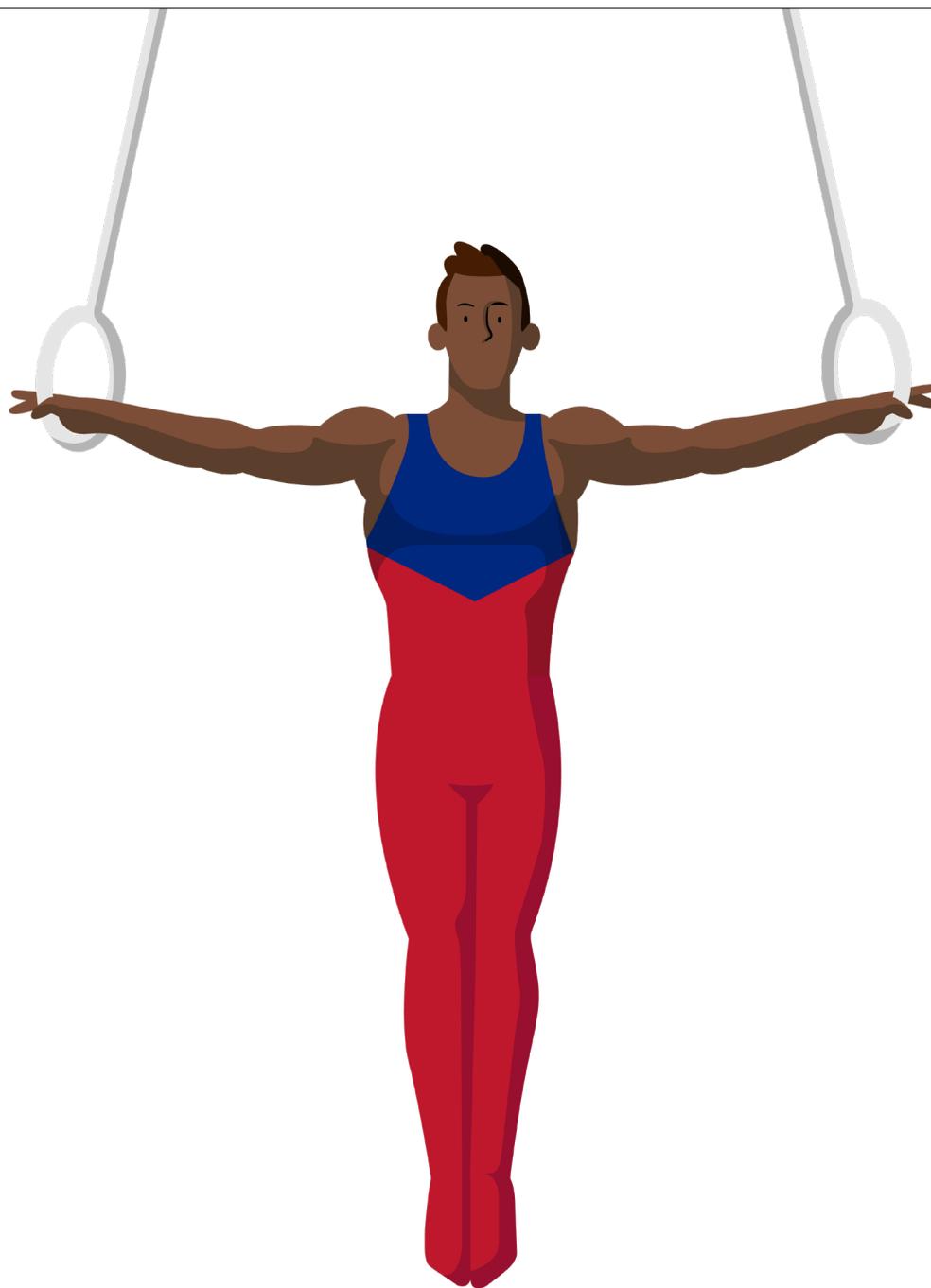




PARALYMPIC CONSIDERATIONS

- **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. In that case, upon re-entry for the Paralympic Games, you would begin a new 'first 14 days in Japan' period

FURTHER INFORMATION



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 it is unavoidable for operational purposes in which case additional countermeasures are put 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 screening procedure

- **Temperature measurement when entering a venue (*Under coordination)**
 - Everyone will have their temperature checked before entering a venue.
 - The first temperature measurement area will be in front of the entrance of each venue, before the PSA or VSA. Temperature will be measured 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 measurement area
 - In the secondary temperature measurement 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 measurement 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 catering areas, etc.) will include:

- Installation of droplet-prevention measures (for example, dividers/splash guards)
- Installation of 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
- Installation of floor markings in waiting line areas (at least one metre physical distancing)
- Ventilation of the area
- Workforce wearing gloves
- Installation of hand-washing soap (pump type)
- Eating outside the dining area whenever possible, to avoid 3Cs (Crowded Places, Close-contact Settings, Confined and Enclosed Spaces)

SMARTPHONE APPLICATIONS (APPS)

Applications

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

Health reporting app

Overview

The health reporting app is currently under development by the Government of Japan and scheduled to be released in June.

For Tokyo 2020, this health reporting app also supports infection prevention at venues and measures to prevent the outbreak of clusters.

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 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 an access code from the Tokyo 2020 Infection Control Support System (ICON).

Functions

Daily health reporting

You will need to input your daily body temperature (taken by a thermometer) and whether or not you have any other COVID-19 related symptoms after entry to Japan. 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 immigration

It also has the functions equivalent to the ['Questionnaire web'](#), required at the time of entry.

Languages

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

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 June.

SMARTPHONE APPLICATIONS (APPS)

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](#)

Language

At the moment, Japanese, English and Chinese are supported. The final supported languages for the Games are to be confirmed.

Download links

Download COCOA using the following links:

[Download from App Store](#)

[Download from Play Store](#)

[Privacy Policy](#)

[Terms and Conditions of Use](#)

GPS location information storage

In the event that an infection is found, the GPS function of your smartphone (Android/iOS) will be used to save your location information, in order to support the contact tracing process of Japanese health authorities. 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.

SMARTPHONE APPLICATIONS (APPS)

Tokyo 2020 Infection Control Support System (ICON)

Overview

The Tokyo 2020 Infection Control Support System (Tokyo 2020 ICON) has been introduced by Tokyo 2020 as a COVID-19 countermeasure, and is scheduled to be released at the end of May.

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. Comprehensive training and support will be available to CLOs in May.

Health reporting app access code

To get your access code for the health reporting app, go to the access code issuing area within ICON and follow the instructions. You will need to enter details of the same identification used when applying for your accreditation card (passport number/driver's license number/my number card/residence card), and to agree to Tokyo 2020 ICON terms and conditions.

FREQUENTLY ASKED QUESTIONS ON SMARTPHONE APPLICATIONS

Q1. What about those without smartphones?

A1. All visitors to Japan are required to have a smartphone. In the exceptional case of someone arriving without one, an alternative solution will be explored.

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 the health reporting app?

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

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

A5. Please input your health condition using the health reporting app fourteen days before. For more information, refer to 'At the Games - Residents of Japan', page 23

Q6. What if I cannot download the specified app?

A6. For countries where the app cannot be downloaded, Tokyo 2020 functional area will separately inform you how to download and install the app.

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. You can transfer the data by scanning the QR code on the first phone by the second phone.

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

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

VACCINES

Vaccines are one of the tools available in the toolbox. The IOC and IPC continue to strongly support the national immunisation priorities established by respective governments.

When vaccines are made available to a broader public, the IOC calls for Olympic, Paralympic teams and for any stakeholder group participating at the Games to be vaccinated. Therefore, the IOC and the IPC are working with the NOCs and NPCs to encourage and assist their athletes, officials and Games stakeholders residing in their territories to get vaccinated in their home countries in line with national immunisation guidelines, before they go to Japan. This is to contribute to the safe environment of the Games, but also out of respect for the residents of Japan.

Many national governments have already taken positive steps in this respect and are in consultation with their NOCs and NPCs to vaccinate Games participants.

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 – and all of the rules outlined in this Playbook will apply, whether or not you have received the 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 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-compliance with the Playbook

Non-compliance with 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 the intentional refusal to take a test, may result in disciplinary consequences, such as the withdrawal of your accreditation and right to participate in the Olympic and Paralympic Games.

Please be aware that some of the measures described in the Playbook, such as those related to the entry into and departure from Japan, are under the jurisdiction of the Japanese authorities. In the event of a breach of these measures, there may be consequences imposed upon you, such as being subject to quarantine for 14 days, or procedures for revocation of your permit of stay in Japan.



International
Olympic
Committee



**INTERNATIONAL
PARALYMPIC
COMMITTEE**



TOKYO 2020



TOKYO 2020
PARALYMPIC GAMES



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