



# Disaster Prevention Guidebook



## Introduction

The Tokyo Ryutsu Center aims to ensure the safety and security of all visitors and customers.

The center is fully equipped with disaster prevention facilities in accordance with relevant laws and regulations, conducting maintenance and inspections for proper management on a daily basis. Management personnel specializing in disaster-prevention system maintenance and operation are stationed 24 hours a day at the Disaster Prevention Center and Facility Management Office.

This guidebook is intended to provide you with an overview of the facility's disaster preparedness including the area information, and should be kept handy at all times in the event of a disaster to prevent panic and confusion. We hope that this guidebook will be of wide use to all employees and visitors to our facilities.

Jun,2021

Tokyo Ryutsu Center Inc.

## Tokyo Ryutsu Center - Contact Information

Main Operator	03-3767-2111
Center Bldg. Disaster Prevention Center (24 hours)	03-3767-2165
Distribution B Bldg. Disaster Prevention Center (24 hours)	03-3767-2031
Facilities Management Office(24 hours)	03-3767-2170
TRC Service Facilities Management Dept. (Building Management General Information)	03-3767-2150

## TRC Disaster Prevention Guidebook Contents

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## Area Information



In the event of a major earthquake (seismic intensity 6 or higher), the following traffic restrictions will be enforced for rescue and firefighting purposes.

### Primary Traffic Regulations

- Vehicle traffic from Beltway 7 into the city center will be prohibited. However, it will still be used as a bypass route.
- Emergency vehicle routes are dedicated for firefighters, police, Self-Defense Forces, etc. (See right)

### Secondary Traffic Regulations

- To secure the passage of vehicles necessary for relief and recovery activities, "Emergency Traffic Routes" in addition to the "Emergency Vehicle Routes" mentioned above may be designated according to disaster conditions.

### Emergency Vehicle Routes

Toll Expressways  
National Highway 4  
National Highway 17  
National Highway 20  
National Highway 246  
Mejiro Dori Avenue  
Sotobori Dori Avenue

Reference Walking Route	
Hospital	Evacuation Site (ie. schools)
Ward Office	Evacuation Area
Fire dept.	Private vehicle restricted area
Police	Emergency vehicle route (highway)
Medical aid station(during disaster)	Emergency traffic route

For more information on traffic regulations, please contact the Metropolitan Police Department.

▶ 03-3581-4321 (operator)

# What to do in an Earthquake

During an earthquake

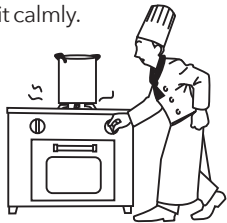
## If things get wobbly, secure your personal safety

First, find a safe place such as under a desk, and wait until the tremors subside.



## First, find a safe place such as under a desk, and wait until the tremors subside. (restaurants)

- If you are using a flame, do not panic but put it out after the tremors subside.
- Shut off any open gas valves
- If a fire breaks out, extinguish it calmly.



## Open doors and secure an exit.

Open entry and exit doors to secure an evacuation route.



## Rash actions lead to injury

- Be wary of fixtures and glass fragments that may have fallen or toppled over indoors.
- Act calmly and follow fire brigade or other emergency authority instructions.



## Be mindful of fallen objects

Do not rush outside as there may be broken glass, signs and other fallen hazards.



## Avoid using elevators

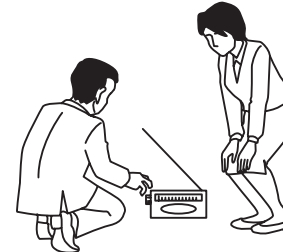
- Never use an elevator during an evacuation. If a large tremor is detected while riding the elevator, the elevator should automatically slow to the nearest floor, and the doors will open.
- If you are trapped in an elevator, press the intercom located in the elevator and call the Disaster Prevention Center.



## Correct information leads to sure results

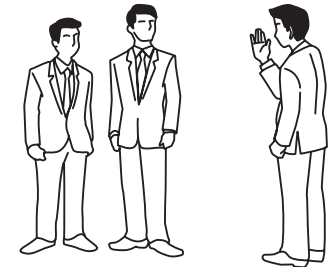
Try to obtain correct information from radio, television or telecom provider.

\*TRC will provide emergency broadcast information in a timely manner.



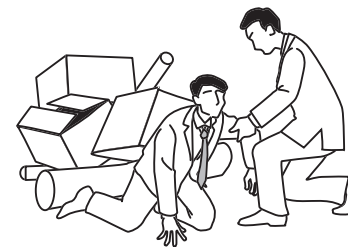
## Safety Confirmation

Confirm the safety of employees and their family members.



## Cooperate with rescue and relief efforts

Cooperate with others and rescue personnel to help those who may be trapped under rubble.



## Confirm safety before proceeding to evacuation sites (electricity, gas)

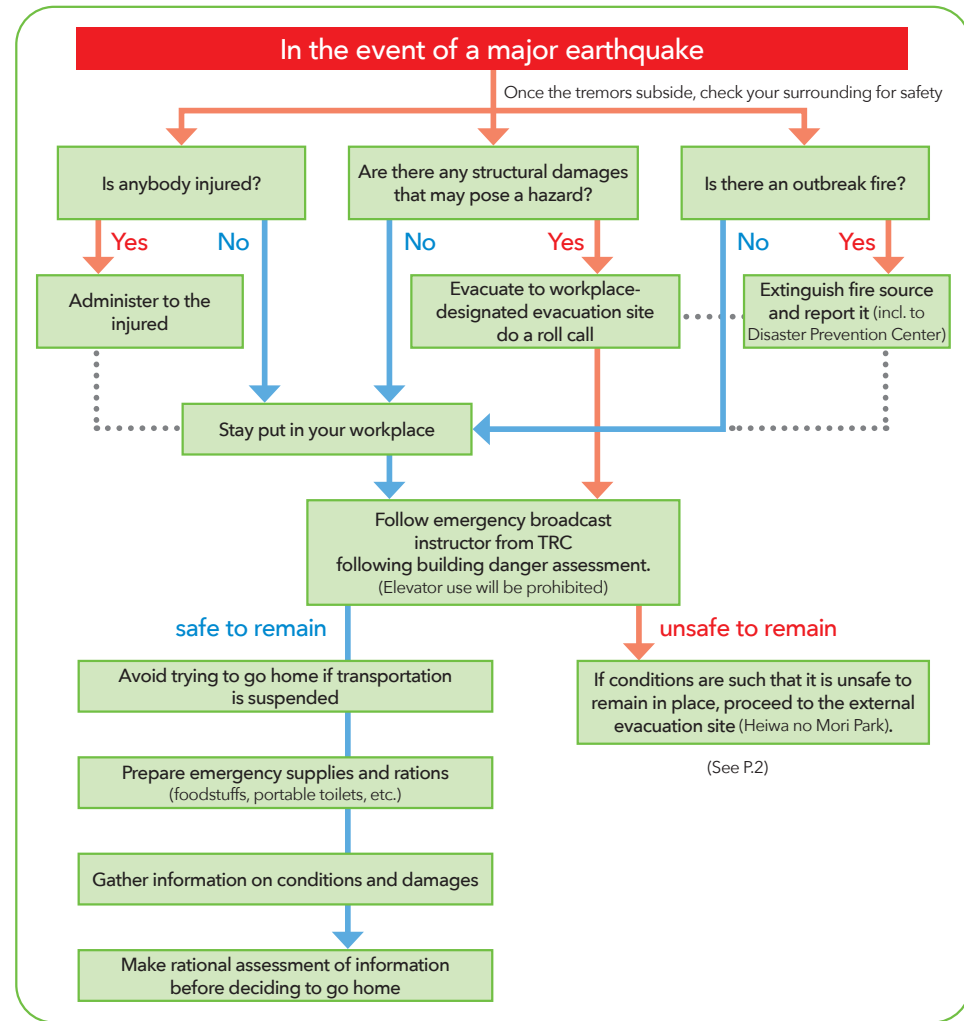
- Turn off electrical power when leaving to evacuate.
- For restaurants, shut off open gas valves prior to evacuating.



Immediately after an earthquake

Post-tremor action

# What to do in a Major Earthquake



## [ Reference ]

### ◎ Walking Route

If you are able to return home, check the on foot route by referring to the home return support map. Please refer P2 to the referred routes for Heiwajima Station and Omori Station.

### ◎ Disaster Return Home Assistance Stations

The Tokyo Metropolitan Government has designated all Tokyo metropolitan schools and the Tokyo Budokan to serve as "Return Home Assistance Stations" during a disaster to help people return safely home on foot. These stations will provide running water, toilets, and disaster information via TV, radio, etc. Moreover, convenience stores, gas stations, family restaurants will also play a similar role.

Tokyo Disaster Prevention Map URL <http://map.bousai.metro.tokyo.jp/>



# TRC Response

## ① Safety Confirmation and information Sharing System

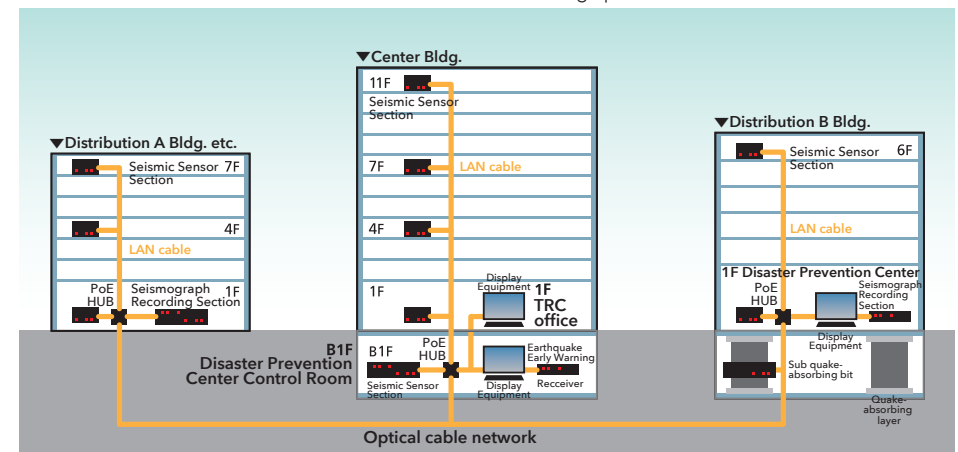
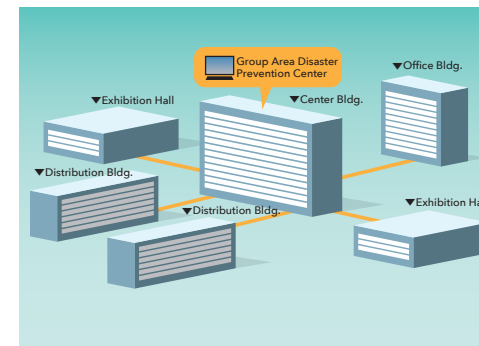


### ◎ Digital Signage

TRC will endeavor through communication with all civic-related parties and authorities to obtain the latest information and transmit it throughout our premises via emergency broadcasts. In addition, digital signage installed at the front entrance of the Center Building will display information on the premises as well as news, transportation operation, and various information in the event of a disaster.

### ◎ An integrated earthquake disaster prevention system

We have installed an "Integrated Earthquake Disaster Prevention System" on our premises to best assess conditions in the event of an earthquake and speed up our response, combining an Earthquake Early Warning Receiving System and an Earthquake Damage Assessment System. The system calculates the results of damage assessment within minutes after the shaking has subsided, elevating the speed and accuracy of building safety assessments and enabling an accurate initial earthquake response. In addition, we have introduced a checklist to quickly verify building conditions after an earthquake, and provide highly-reliable safety confirmations based on seismographic and on-site data.



This integrated earthquake disaster prevention system connects each building via an optical cable network and centrally manages the status of each building at the Center Building's Disaster Prevention headquarters. (Distribution A Bldg. was closed at the end of May 2021 in lieu of construction of a new building scheduled for the summer of 2023 completion).

## ② Temporary on site accommodations and return home assistance

In the event of a disaster, our facilities will be open for as long as possible to provide temporary stays to exhibition hall visitors and others who have difficulty returning home. We will also provide maximum assistance to those returning home on foot.

## Workplace Preparedness

Tokyo, regardless of function or size, are required to prepare a disaster prevention plan for each place of business in accordance with the "Tokyo Metropolitan Ordinance on Earthquake Disaster Prevention." For details on how to prepare such a plan for your office, contact the fire department within your jurisdiction.

Type of Business			Business Disaster Preparedness Planning Guidelines	Notify Fire Department and other authorities
Article 10 : Corresponding Offices	General Business Offices	Business offices requiring appointment of a disaster prevention manager as stipulated in Article 36 of the Fire Service Act	From items stipulated in the business disaster prevention plan, establish those deemed necessary within the fire prevention plan related to disaster prevention management.	Necessary
		Business offices requiring appointment of a fire prevention manager as stipulated in Article 8 of the Fire Service Law and Article 55-3 of the Fire Prevention Ordinance.	Specify all items to be stipulated in the business disaster prevention plan within the fire prevention plan related to fire prevention management.	Necessary
		Business offices other than described above (small business offices)	Prepare a stand-alone business site disaster prevention plan.	Unnecessary
	Businesses with hazardous material facilities	Hazardous material facilities requiring preparation of prevention regulations as stipulated in Article 14-2 of the Fire Service Law.	Establish items to be stipulated in the business site disaster prevention plan within Prevention Regulations.	Necessary
		Hazardous material facilities other than those described above	Prepare a stand-alone business disaster prevention plan.	Unnecessary
Business offices covered by Article 11 of the Ordinance	Business entities that manage facilities designated by the governor as important for disaster prevention (ie. gas, electricity, railways, roads and telecommunications)		Establish items to be stipulated in the business disaster prevention plan as a designated public organ.	Necessary

Business offices requiring the appointment of a fire prevention manager should prepare a fire prevention plan for both fire prevention management and disaster prevention management as a unified plan, including items to be stipulated in the business site disaster prevention plan.  
For business offices that are required to prepare both a fire prevention plan and a prevention regulation, please specify items to be stipulated in the business site disaster prevention plan to be included in both the firefighting plan and in disaster prevention regulations.

Considering the many people who had difficulty returning home after the Great East Japan Earthquake, please include in your business disaster prevention plan measures to aid those returning home.

Businesses and offices should stipulate in their business disaster prevention plans that in the event of a disaster employees are not to return home en masse, but means of communication should be secured to first confirm the safety of employees in addition to storage of a three-day supply of emergency provisions, and establishment of rules to be followed regarding returning home.

Source: Tokyo Disaster Preparedness Guidebook

## Tokyo Countermeasures for People with Difficulty Returning Home

### Stockpiling Guidelines

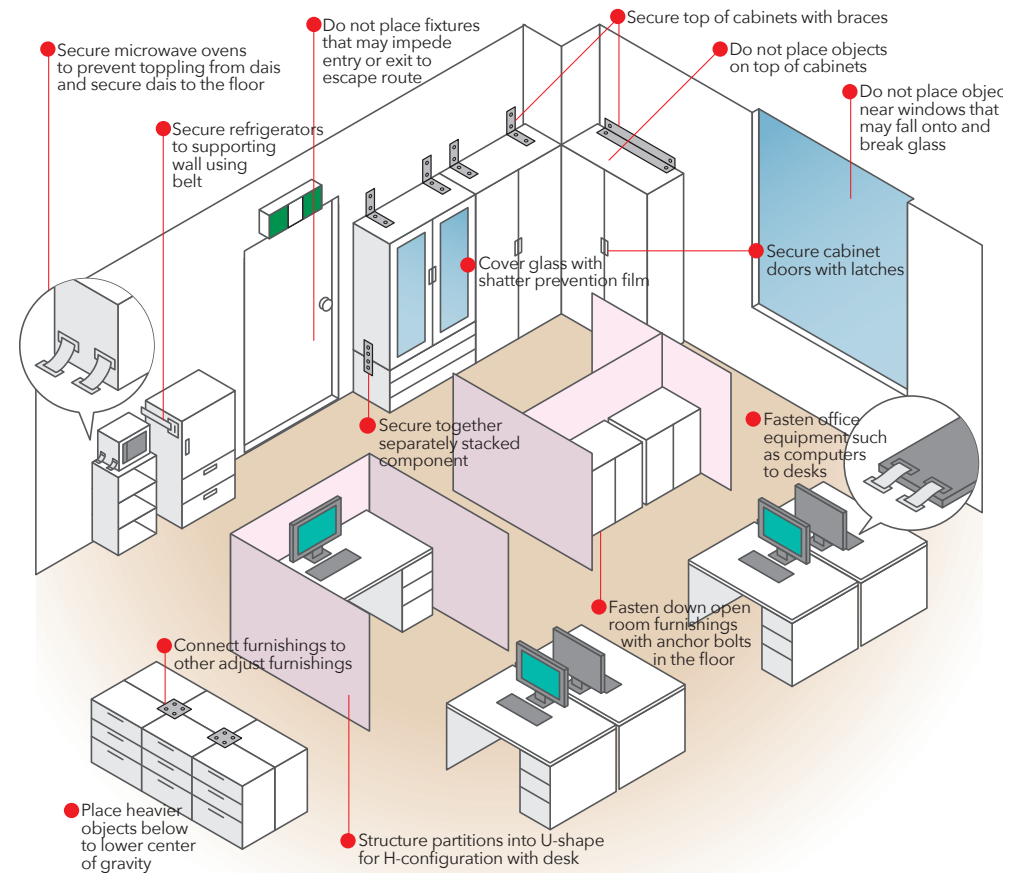
- |   |  |
|---|--|
| <p>① Estimated 3-day stockpile (per person)</p> <p>② Stockpiled item examples</p> | <p>● Water: 3-liters per day, 9 liters total</p> <p>● Food rations: 3 meals per day, 9 meals total</p> <p>● Blankets: 1 each</p> <p>Water: Drinking water in plastic bottles</p> <p>Staple foods: Quick-cooking rice, crackers, dry bread</p> <p>Other: portable radio, flashlight, etc.</p> |
|---|--|

In addition to the above, stockpile an additional 10% for unaccounted for visitors.

For more information on the Tokyo Metropolitan Government's ordinance on measures targeting those who are unable to return home soon after a disaster, please contact the Disaster Prevention and Management Division, General Disaster Prevention Department, Bureau of General Affairs, Tokyo Metropolitan Government. ▶ 03-5388-2453

## Safety inside and outside of offices

- To prevent injury to customers, employees and others, make all glass, walls, signboards, etc. safe both inside and outside the company.
- Keep hallways and emergency stairways clear of obstructions and ensure clear evacuation routes.
- The tipping over of document shelves can cause injury and panic. Take all necessary measures to prevent office equipment and fixtures from toppling over.
- Promote safe handling and management of chemicals and other hazardous materials including protective measures such as would prevent them from toppling or spillage.
- Promote safety measures for handling and installation of computers and other advanced information equipment.



## Secure evacuation sites and routes

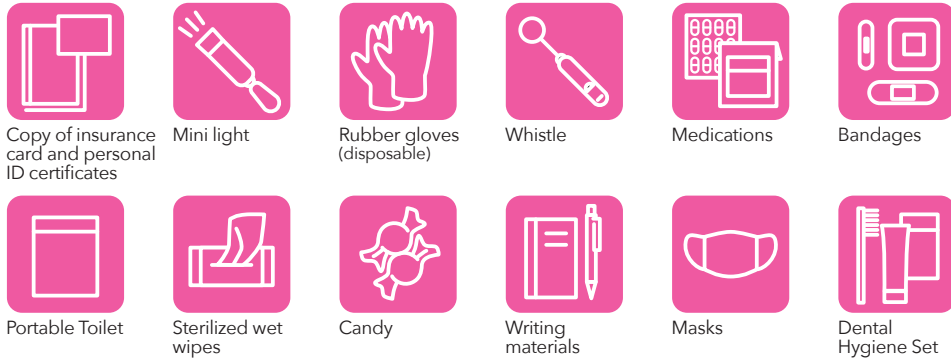
- A main evacuation route should be at least 1.2 meters wide, and in a straight line.
- Do not place obstacles near evacuation routes and exits that may obstruct them.
- Do not place anything that obstructs evacuation guide lights from being seen from anywhere.
- Always leave space under your desk so that you can crawl under it in case of an emergency.



# Daily Preparedness ② Individual Preparedness

**Disaster prevention items** Disasters can strike at any time. So try to be prepared with necessary items

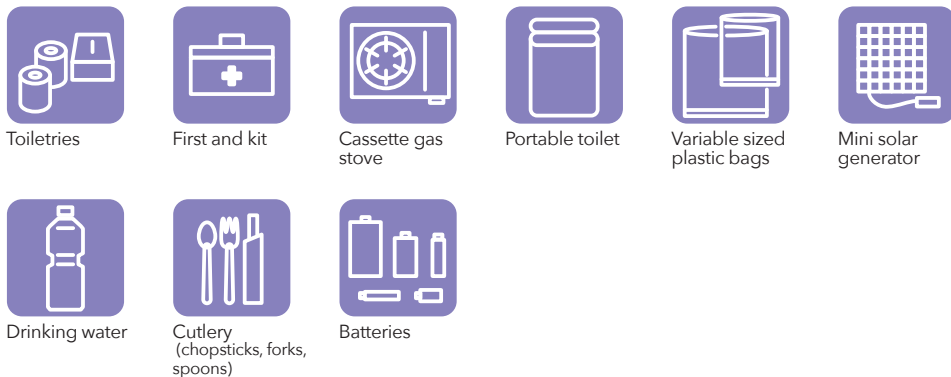
**Emergency Pouch** Keep it stocked with the following and carry it with you daily!



**Emergency Sack** Have a rucksack with emergency items stocked and ready to go anytime!



**Emergency Supplies** Items that prove useful if stockpiles!



# First Aid | Defibrillators and CPR

**1 Tap on shoulder, speak to victim**

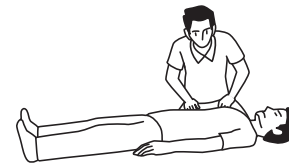


**2 If no response, call loudly for help. Request call to 119 and an AED**



**3 Confirm breathing**

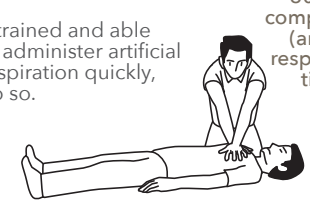
Regular breathing can be confirmed within 10 seconds.



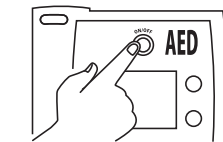
**4 If breathing is irregular, perform 30 chest compressions immediately.**

If trained and able to administer artificial respiration quickly, do so.

30 chest compressions (artificial respiration 2 times)



**5 When AED arrives, turn on power**



Follow audio guidance.

**6 Attach electro pads to chest**

The electrode pads should be placed firmly on the skin according to diagram. If the body is damp with sweat, wipe off with a towel.



**7 Do not touch the victim's body**



**8 Defibrillation**

Make sure no one is touching the victim, then press the shock button.

Then follow the AED audio guidance.



If you need AED, stretcher, etc., please contact the Disaster Prevention Center.

▶ Center Bldg. Disaster Prevention Center

03-3767-2165

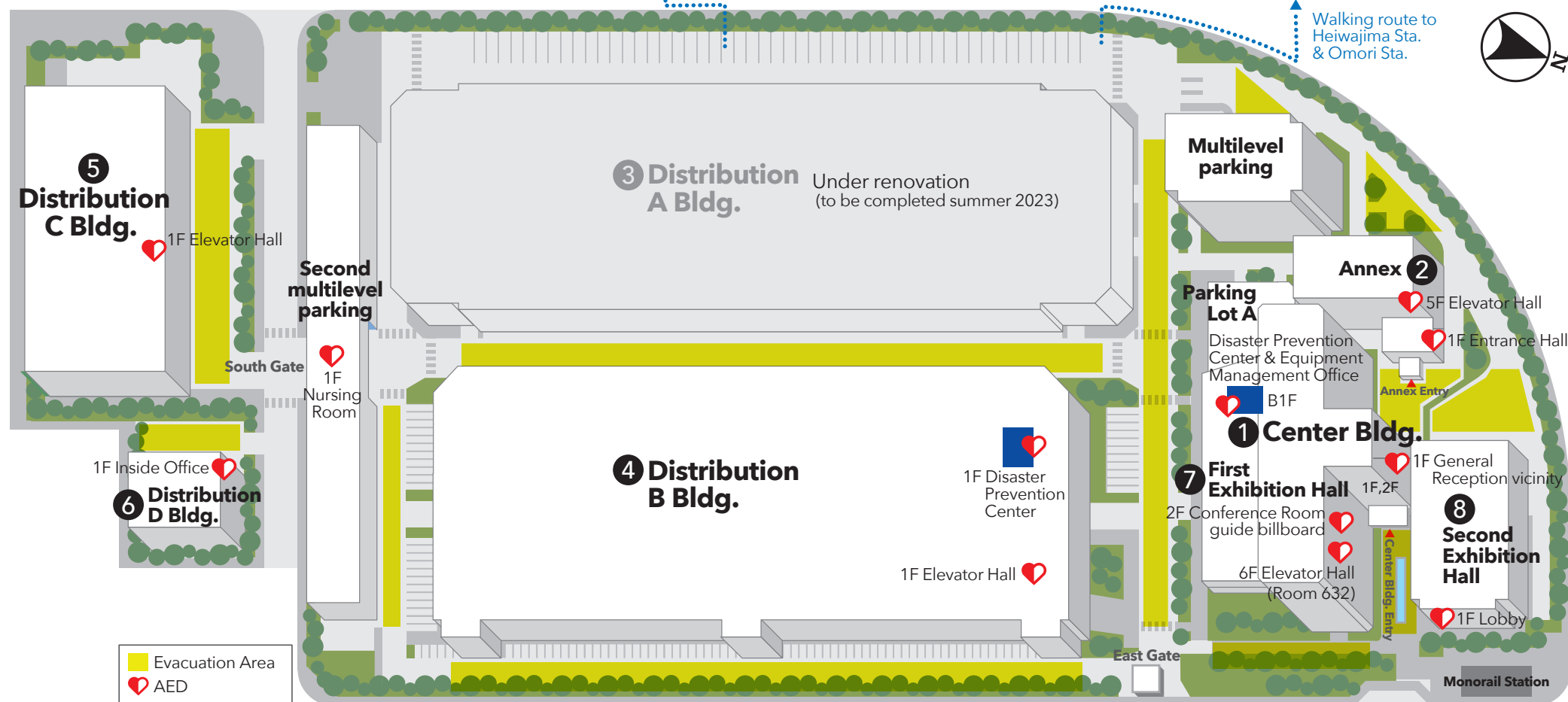
▶ Distribution B Bldg. Disaster Prevention Center

03-3767-2031

# Site Information

Walking route to Heiwajima Sta. & Omori Sta. Pedestrian bridge

Pedestrian bridge  
Walking route to Heiwajima Sta. & Omori Sta.



## Area Elevation

TRC	TP 3.8m
Haneda Airport	TP 3.0m
Heiwajima Sta.	TP 1.9m
Omori Sta.	TP 6.3m
Shinagawa Sta.	TP 3.0m
Hamamatsucho Sta.	TP 3.1m
Yurakucho Sta.	TP 2.7m
Tokyo Sta.	TP 3.9m

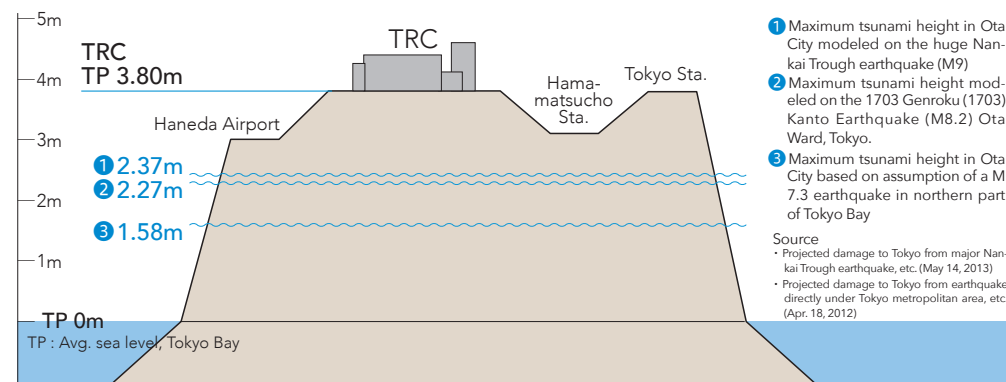
Source: Geospatial Information Authority of Japan

## AED, stretchers, etc.

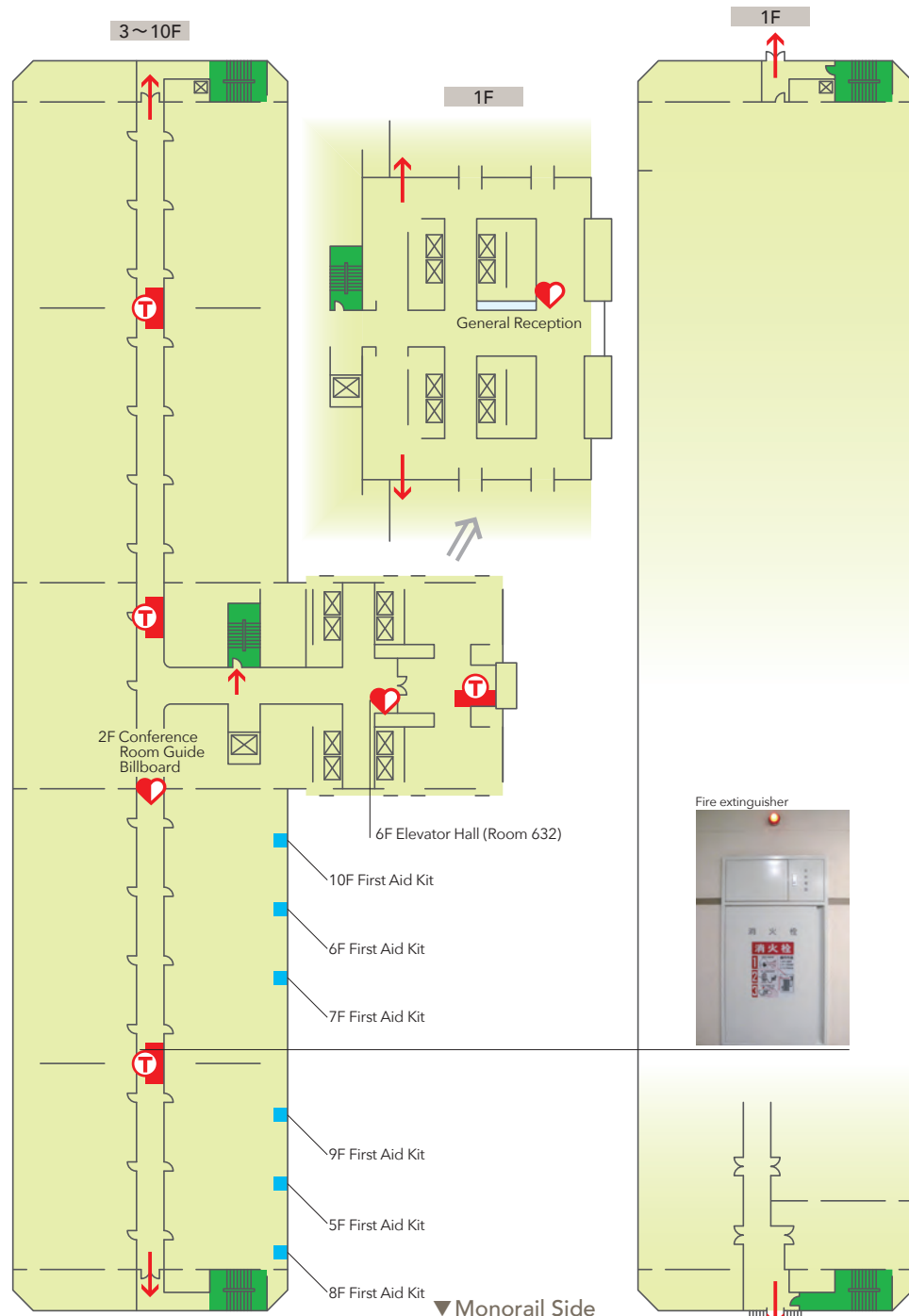
If you need AED, stretchers, etc., please contact the Disaster Prevention Center.

► Center Bldg. Disaster Prevention Center  
03-3767-2165

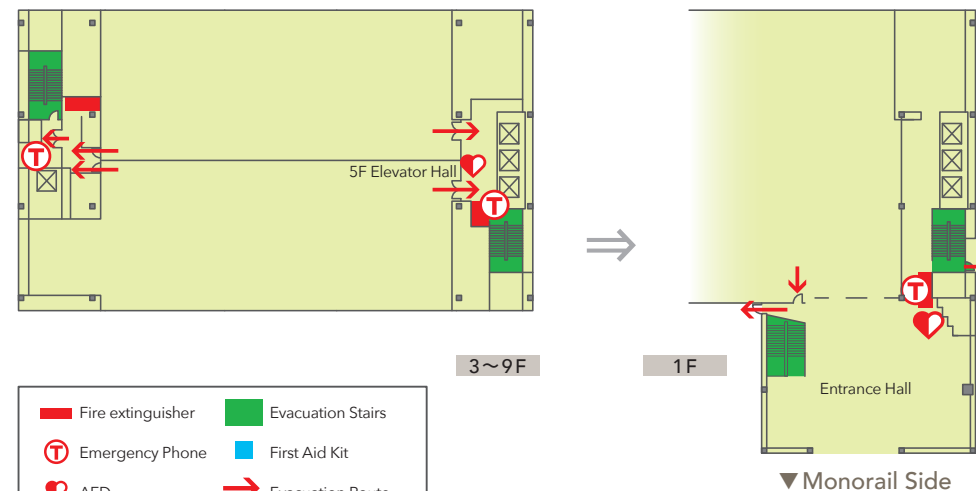
► Distribution B Bldg. Disaster Prevention Center  
03-3767-2031



## 1 Center Bldg.



## 2 Annex



### Main Equipment

- **How to use emergency telephones**
- The emergency phone connects automatically to the disaster prevention center as soon as the door is opened and the receiver is picked up.



Emergency telephones and indoor fire extinguishers (Center Bldg.)

- **Emergency guide lights**
- Please follow the guide lights during an evacuation.



Passageway Guide Lights

Emergency Exit Guide Lights

- **AED(Automated External Defibrillator)**
- The device automatically determines the heart condition of the injured person and administers an electric shock to those with arrhythmia. If you do not have one nearby, please contact the Disaster Prevention Center.



How to use an AED Please see P. 10 for instructions

- **Emergency Power**
- TRC will supply power to firefighting equipment from its emergency power generation system in the event of a power outage.
- **Emergency Lighting**
- Emergency lighting is provided in common areas and evacuation stairs, and turns on in the event of a power failure.
- **Emergency Broadcasts**
- In case of emergency, the Disaster Prevention Center will continually broadcast disaster information.

If you need AED, stretcher, etc., please contact the Disaster Prevention Center.

▶ Center Bldg. Disaster Prevention Center 03-3767-2165

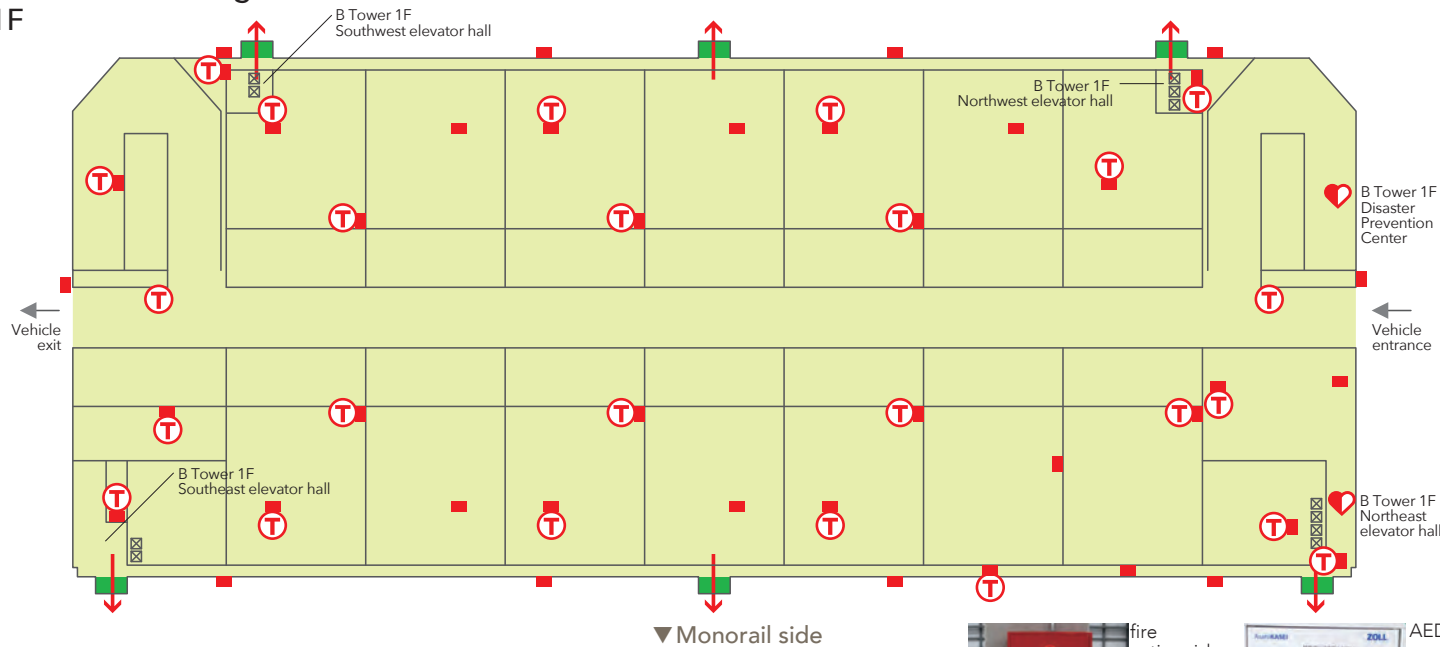
▶ Distribution A Bldg. Disaster Prevention Center 03-3767-2031



## 3 Distribution A Bldg.



## 4 Distribution B Bldg. 1F

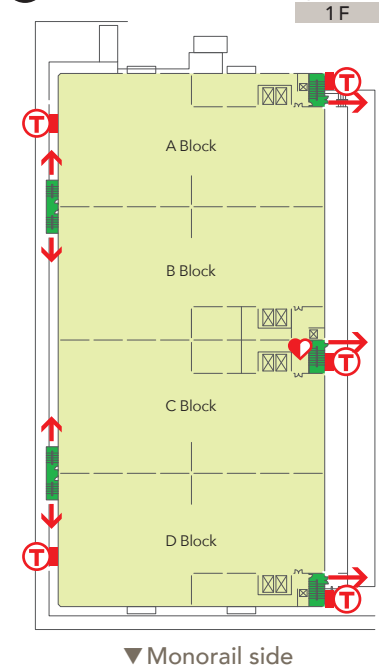


If you need AED, stretcher, etc., please contact the Disaster Prevention Center.

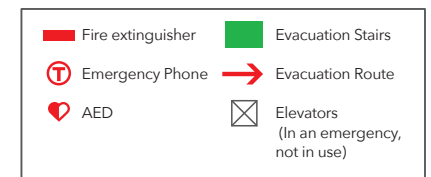
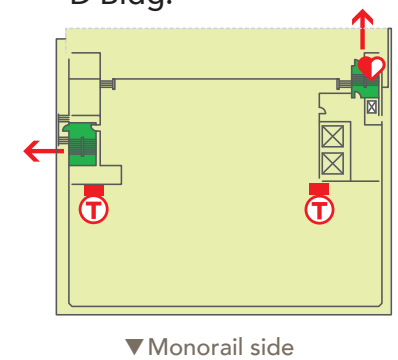
- ▶ Center Bldg. Disaster Prevention Center 03-3767-2165
- ▶ Distribution B Bldg. Disaster Prevention Center 03-3767-2031



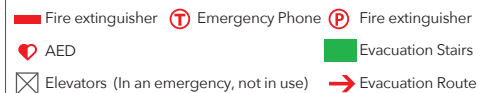
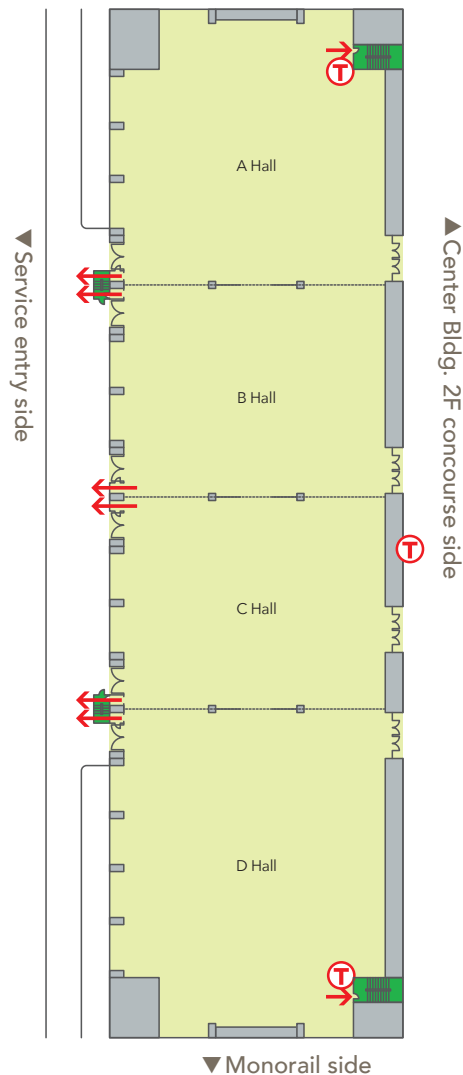
## 5 Distribution C Bldg. 1F



## 6 Distribution D Bldg. 1F

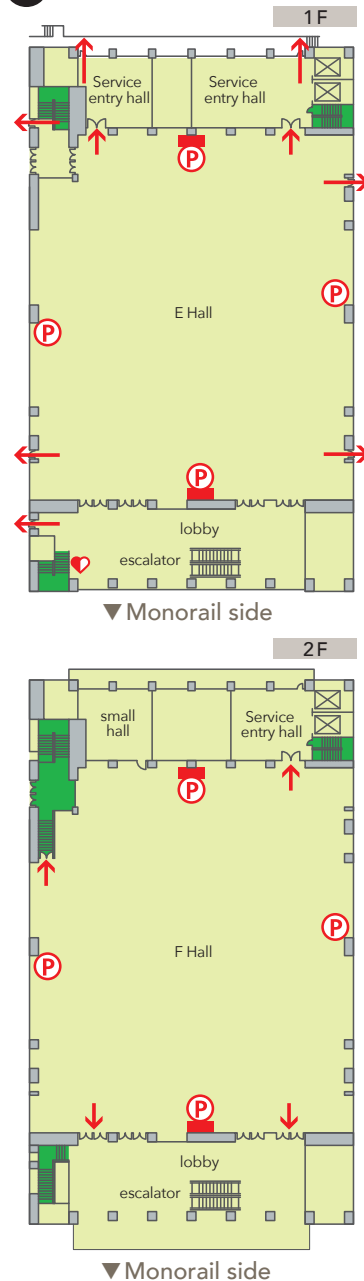


### 7 First Exhibition Hall



If you need AED, stretcher, etc., please contact the Disaster Prevention Center.

▶ Center Bldg. Disaster Prevention Center    03-3767-2165  
 ▶ Distribution Bldg. Disaster Prevention Center    03-3767-2031



## Disasters

Japan Meteorological Agency	weather consulting desk	03-6758-3900	(operator)
Japan Weather Association		03-5958-8111	(operator)

## Government offices

Ota Ward	Disaster Prevention Crisis Management Section	03-5744-1634	
Tokyo Metropolitan Govt.	General Disaster Prevention Dept, General Affairs Bureau	03-5388-2453	
Omori Police Dept.		03-3762-0110	
Omori Fire Dept.		03-3766-0119	

## Infrastructure

TEPCO Energy Partner, Inc.	Custmer Center Tokyo	0120-995-007	
		03-6374-8936	
Tokyo Gas	Customer Center	0570-002211	
		03-3344-9100	(for IP phones)
Tokyo Bureau of Waterworks	Customer Center	03-5326-1101	
NTT East Japan	Troubleshooting Center	113	

## Transportation

Tokyo Monorail	Customer Center	03-3374-4303	
Keikyu Railway	Heiwajima Sta.	03-3761-2655	
	Keikyu Kamata sta.	03-3731-2928	
	information center	03-5789-8686	
JR East Japan Railway	Railway operation info	Refer to website	
Tokyo Metro	Customer Center	0120-104106	
		03-3941-2004	
Tokyo Metropolitan Bureau of Transportation (Toei Subway, Buses)	information center	03-3816-5700	
Keikyu Bus	Omori Business Office	03-3765-0301	
Japan Road Traffic Information Center	National & Kanto Koshinetsu Information	050-3369-6600	
Shuto Expressway	Metropolitan expressway telephone service	03-5632-2233	
Japanese Ministry of Land, Infrastructure, Transport and Tourism	Public Roads Bureau	03-5253-8111	

Contact information above is subject to change, so please check each website for the latest information. As of June 2021

● For questions about the disaster prevention guidebook, contact.

**Tokyo Ryutsu Center Inc.**  
 TEL. 03-3767-2111  
 Mail address: soumu@trc-inc.co.jp

# Disaster Message Board Service

## Communication in the event of a disaster

A major disaster such as an earthquake brings a surge of phone calls to affected areas, tying up phone lines. Telecommunication companies provide the following “Disaster Message Service” via land lines, cell phones, and the Internet in order to allow citizens to smoothly confirm the safety of family members and acquaintances and inform them of evacuation sites, and mitigating the confusion of communication disruptions.

### Disaster Message Dial 171

- 1 Dial **1 7 1**
- 2 Follow the guidance and press **1** for recording or **2** for playback.
- 3 Follow guidance and dial the phone **number of your home in the affected area or that of the person in the affected area with whom you wish to contact, starting with the area code.**
- 4 Messages can be recorded or played back.

The Disaster Message Dial service can be used from subscriber phones (push and dial), public phones, cell phones, ISDN PHS, and IP phones. However, recording and playback of messages must be made to the phone number of the person in the affected area. This phone number must be a phone number that begins with an area code such as 03, a cell phone, a PHS phone number, or an IP phone number.

### Disaster Message Boards

People in the affected areas can register messages in text form and check messages from all over Japan based on their cell phone or PHS number through a cell phone or PHS Internet connection. (Please refer to your telecom company's website for information on using smartphones).

- |                       |   |
|-----------------------|---|
| ▶ NTT Docomo          | <a href="https://www.nttdocomo.co.jp/top.cgi">https://www.nttdocomo.co.jp/top.cgi</a> |
| ▶ KDDI (au)           | <a href="http://dengon.ezweb.ne.jp/">http://dengon.ezweb.ne.jp/</a>                   |
| ▶ softbank / Y!mobile | <a href="http://dengon.softbank.ne.jp">http://dengon.softbank.ne.jp</a>               |

### Disaster Message Board (web 171)

You can register and confirm safety information (messages) by entering a landline, cell phone or PHS phone number from a PC or smartphone.

- ▶ Disaster Message Boards (web 171) URL <https://www.web171.jp/>

### Other means of emergency messaging

Social media network sites can be used in the event of a disaster as a means for confirming safety. (Ex: Twitter, Facebook, Line, etc.)