

# Hakuba Village Tourist Disaster Prevention Manual

Guide for a Smooth Evacuation of  
Tourists in an Emergency



白馬村キャラクター  
VICTOIRE  
CHEVAL BLANC  
MURAO III

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## Introduction

### (1) Aims of this Manual

Hakuba welcomes many tourists from Japan and abroad. In the event of a natural disaster, such as a large earthquake, it is necessary to ensure the safety and evacuation of both local residents and tourists.

A major difference between residents and tourists is that tourists are unfamiliar with the area, have no experience of previous local disasters, and cannot conduct evacuation drills in advance. This can leave tourists unsure of what to do in a disaster.

Another difference is that tourists may need help in returning home. On top of providing information on the transport situation, it may be necessary to temporarily accommodate tourists should disruptions to public transport make it difficult for people to get home.

In readiness for a large-scale disaster, it is important to establish the rules and a division of roles in advance to keep tourists safe, to help them evacuate, and assist people in returning home.

Please note that this manual uses the expression "tourist disaster" to address the specific needs and situation of tourists and other temporary visitors during a disaster, as opposed to the needs and situation of local residents.

#### ◆ Differences between local residents and tourists

Local residents and workers	<b>Tourists and other visitors</b>
<ul style="list-style-type: none"><li>· Familiar with area. Know where and which way to evacuate</li><li>· Likely to know local people</li><li>· Can participate in evacuation drills</li><li>· No communication problems</li><li>· Main priority is getting back to normal</li></ul>	<ul style="list-style-type: none"><li>· Unfamiliar with terrain and local dangers</li><li>· May have no local acquaintances</li><li>· Unable to conduct evacuation drills in advance</li><li>· Potential language problems for foreign tourists</li><li>· Main priority is going home as soon as possible</li></ul>

#### ◆ Necessary countermeasures

- Establishment of detailed rules and division of role for evacuation and guidance of tourists
- Establishment of communication channels (chains of command) between tourism organizations
- Securing Temporary Shelters for stranded tourists
- Establishment of a support system and division of roles for dealing with tourists at Temporary Shelters
- Establishment of measures and division of roles supporting homeward transport

The aim of this manual is to establish a response plan for tourist disaster prevention to ensure a smooth response should a disaster actually occur.

Our intention here is to plan ahead and be prepared. We hope that if any tourists were to be affected by a disaster, Hakuba will respond appropriately in a manner that will leave visitors saying "It was a frightening experience, but Hakuba looked after us and we got home safely. Hakuba is a safe place to go".

We believe this emphasis on safety is vital in earning customers' trust and achieving a strong local brand that can compete with other global resorts.

## **(2) "Response Stages" and "Disaster Types" Addressed in this Manual**

### **<Stages of Tourist Disaster/Prevention Response>**

Measures taken as part of tourist disaster prevention can be regarded as occurring in three stages. "Preparation and Mitigation" refers to actions taken in advance to minimize damage, such as earthquake reinforcement and fireproofing of buildings, stockpiling, and preparing backup power supplies. "Disaster Response" refers to evacuation, guidance, and homeward travel assistance for tourists. "Recovery and Reconstruction" for tourism refers to promotional activities aimed at sustaining demand and avoiding reputational harm, and business support for the tourism industry to ensure continuity.

Of these three stages, this manual will define the policies relating to "Disaster Response".

- Building Reinforcement and Fireproofing
- Stockpiling, Backup power sources etc.

- Evacuation guidance of tourists
- Assisting with homeward transport etc.

- Dealing with reputational damage
- Supporting tourism businesses etc.

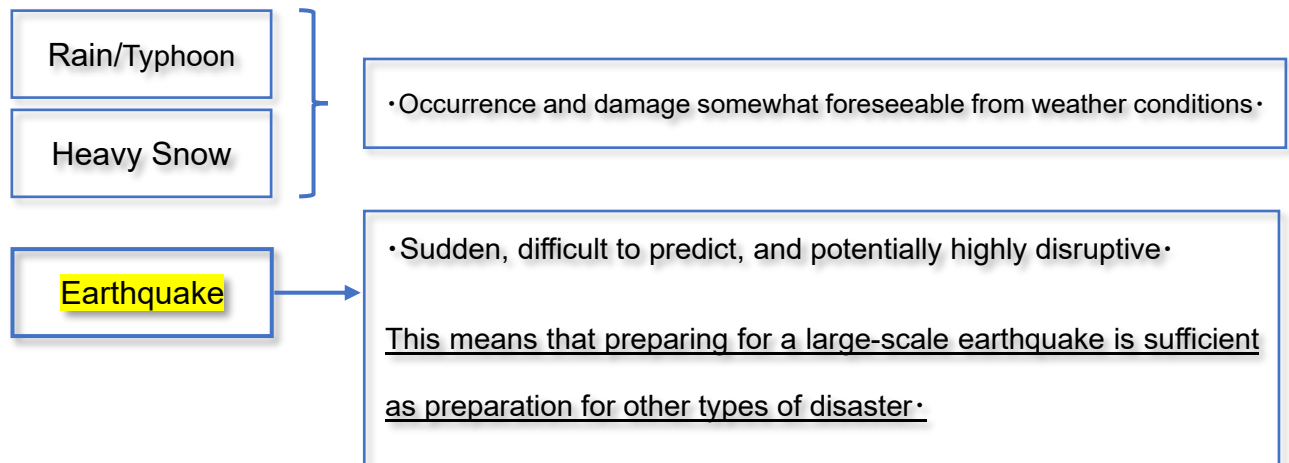
### **<Disaster Types Under Consideration>**

In formulating this tourist disaster/prevention policy, we have considered man-made disasters, such as large fires and accidents, and natural disasters, such as earthquakes and typhoons. Most man-made disasters are extremely localized in area, and can usually be prevented by appropriate onsite management.

For natural disasters however, prevention may be impossible and the entire Hakuba area may be affected.

Weather-related disasters such as heavy rain, typhoons, and heavy snow can be predicted to some extent through weather forecasting. Tourism to Hakuba is seasonal, and disaster-type events that occur in the off-season are likely to leave relatively few people stranded. However, if a large earthquake were to happen during a peak tourism season, this would likely prevent many tourists from returning home and cause great disruption.

In preparing for a tourist disaster, it is vital to assume the worst possible scenario so that we will not be caught unawares. This manual assumes that a Japanese Shindo 7-strength earthquake will occur during a peak tourist season, and describes the various measures to be taken in this scenario.



## **1. Basic Approach to Tourist Disaster Prevention**

This section presents the basic approach and flow of tourist disaster prevention, estimates the number of stranded tourists in each Hakuba area, and describes the concepts of "Temporary Gathering Sites" and "Temporary Shelters" that tourists can use in the event of a disaster.

### **1-1 Likely Outcome of a Large-Scale Disaster**

- ◆ A large number of tourists, including foreign tourists, will be stranded

If a large-scale disaster results in suspension of public transport and/or roads being cut off, we expect a large number of tourists, including foreign tourists, will be stranded and unable to return home.

- ◆ Turmoil as tourists gather at train station, tourist information centers, etc.

We expect many tourists who have come by public transport, like trains and coaches, to gather at stations and tourist information centers following a disaster, in an attempt to leave Hakuba as soon as possible. This could lead to nearby roads overflowing with people, and the risk of a panic developing.

- ◆ Disruption to Communications, such as Mobile Phone Networks

In the event of a large-scale disaster, usage of mobile phones is likely to explode, overloading networks and preventing calls from connecting. Following the Great East Japan Earthquake, communication restrictions affected up to 90% of traffic on NTT Docomo, 95% on KDDI, and 70% on SoftBank. Calls made from mobile phones were affected for an extended period.



- ◆ Disruption to Utilities Like Electricity, Water and Gas

Major earthquakes affect utilities like electricity, gas, and water, which may take days or weeks to be restored. Due to severe damage in Sendai, Miyagi during the Great East Japan Earthquake, city-wide restoration took about 10 days for electricity, about 30 days for water, and about 50 days for municipal gas.

- ◆ Road Disruptions Due to Landslides

Hakuba includes areas identified as Designated Steep Slope Warning Zones and Designated Mudslide/Landslide Danger Zones. A major earthquake may result in landslides and mudslides, which can cut off roads and disrupt the transportation of people and supplies



◆ Shortages of Food, Water, and other Supplies

In preparation for a large-scale disaster, the local government is stockpiling vital supplies based on the anticipated number of victims. However, concerns remain about possible shortages of water and food supplies in the event of prolonged suspensions of public transport or disruptions to roads.



## **1-2 Basic Approach of Tourist Disaster Response**

### **① Initial Response - Performed on Tourism Area level**

When a major disaster occurs, local officials and rescue services like police must give priority to emergency response, such as rescue and first aid, conducted on a Hakuba-wide level. This means that until a village-wide command system is in place, it is important for people on the ground in each tourism area to take swift and appropriate actions, such as ensuring the safety of tourists at each tourist facility and guiding them to Temporary Evacuation Sites according to the situation.



### **② Prevention of Mass Exodus and Secondary Disasters**

Immediately following a large-scale disaster, a mass exodus of people would block up traffic and impede rescue and relief efforts. Other concerns include human crushes and the occurrence of secondary disasters due to aftershocks. Suspension or disruptions to public transport may cause panic breaking out at stations and bus terminals. It is therefore important to instruct tourists to not hurry off immediately after a disaster and to remain in a safe place.

### **③ Keeping Tourists Correctly Informed**

To prevent a mass exodus of tourists and encourage them to keep calm, it is necessary to provide three types of information: (1) Guidance aimed at preventing a mass exodus (information about the damage level, the operating status of public transport, etc.); (2) Guidance aimed at keeping tourists safe and out of danger (Temporary Gathering Sites, safe evacuation routes, etc.); and (3) Information regarding temporary accommodation for tourists and support for returning home (guidance about accommodation facilities with stockpiles, expected resumption of public transport, etc.)

### **④ Set Action Goals for First Three Days and Division Of Roles Following Disaster (During Normal Times)**

To enable calm decision-making and a swift response to a large-scale disaster, it is important to clearly set action goals for the first three days following the disaster, such as disseminating information to tourists, guiding evacuations, ensuring safety, and assisting with homeward transport. To ensure these goals are met, it is important to clearly define a division of roles and repeatedly train personnel until such roles are fully internalized.

### **⑤ Self-Reliance and Mutual Assistance**

When disaster strikes, it is important for everyone, tourists included, to maintain a spirit of self-reliance and mutual assistance. As we seek to establish Hakuba as a world-class mountain resort, it is important to treat tourists no differently to local residents. Acting in this way during a disaster will lead to an early recovery and help reconstruct our tourism industry.

### **1-3 Basic Flow of Tourist Disaster Response**

As indicated above, to respond to a tourist disaster, it is important to have a plan that clearly defines action goals and a division of roles for the first three days following a disaster.

#### **(1) Action Goals for Three Days Following a Disaster (T+3 days)**

##### **① Immediately After a Disaster [Prevent a Mass Exodus]**

➤ Following a disaster, the most important first step is to ensure the safety of tourists. To avoid turmoil caused by people rushing home in haste and secondary disasters caused by aftershocks, it is necessary for tourists to first gather at a safe location and remain there until damage to the village and the operational states of public transport have been confirmed.

➤ Since excessive attempts to prevent tourists from immediately heading home may conversely lead to confusion and turmoil, it is important for any restrictions to be realistic, especially those relating to people who have come to Hakuba by car.

##### **② T+3 to 6 Hours [Remain at Facility or Guide to "Temporary Gathering Site"]**

➤ In the event of a large-scale disaster, public transportation may be suspended and disruptions may occur to travel by road.

There is also the risk of secondary disasters, such as aftershocks. If damage to a tourist facility, such as a hotel, is minor, we request that tourists remain at that facility wherever possible. When the damage to a facility is severe, tourists should be guided to a "Temporary Gathering Site".

##### **③ Up to T+12 hours [Guide stranded tourists to a Temporary Shelter]**

➤ When the road and traffic situation has been clarified, it is necessary to check which tourists are capable of independent homeward travel, such as visitors who have come by car, and which tourists face travel difficulties. This latter group should be guided to a Temporary Shelter.

#### **[Regarding visitors by car]**

Some tourists may face long journeys or be affected by road closures, making it difficult for them to return home. Such people should also be guided to a Temporary Shelter.

However, since cars themselves can provide shelter, it is possible to designate sizable car parks with toilet facilities in tourist areas as gathering sites for tourists with cars and use such locations as loci for distributing food and information.

##### **④ Up to T+3 days [Support at Temporary Shelters]**

➤ At Temporary Shelters, rest areas will be set up, and toilets and supplies such as water, food and blankets will be provided.

➤ At Temporary Shelters, a liaison desk for contacting local authorities will be set up, and a list of names, ages, addresses, etc. of stranded tourists who are unable



to return home will be created. The desk will also provide necessary information regarding homeward travel, such as damage updates and traffic information.

⑤ T+3 days onward (following resumption of public transport) [Supporting Homeward Travel]

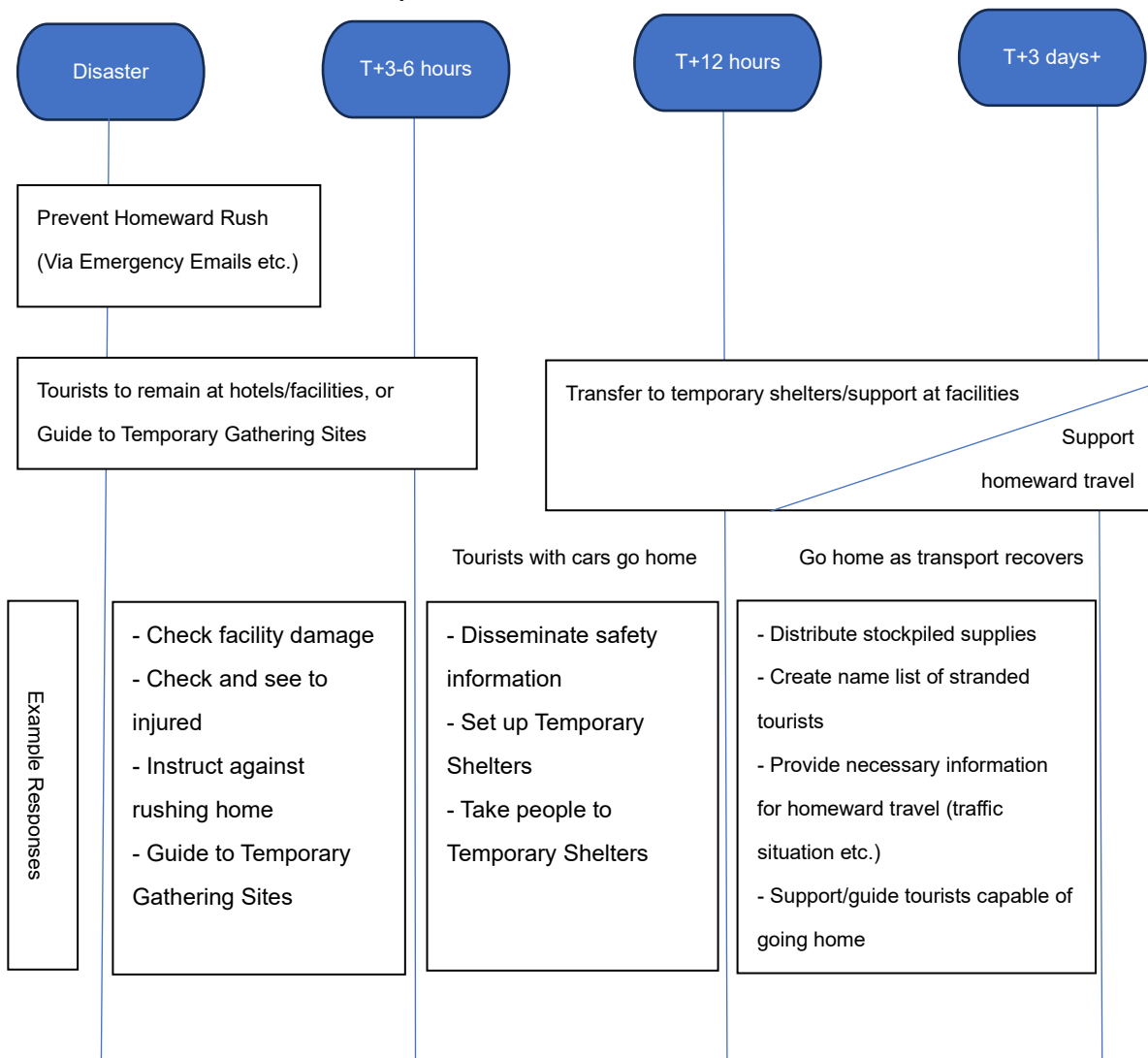
- Information will be provided to help tourists travel safely, as well as support for homeward journeys, such as guidance to transport hubs.
- As necessary, tourists will be taken to transport hubs, such as railway stations, in cooperation with the transport operators.



## Temporary Gathering Sites and Temporary Shelters

Type	Image	Provided Support				Target
		Toilets	Information & Guidance	Food & Water	Blankets	
Temporary Gathering Sites (open spaces)	Designated site where tourists in area can gather and be guided to according to level of support to ensure safety and avoid confusion	O	O	X	X	Tourists in area (without accommodation)
Temporary Shelters	Facilities where tourists can rest or stay (designated shelters, hotels, etc.)	O	O	O	O	Stranded tourists unable to go home

## Basic Flow of Tourist Disaster Response



## (2) Basic Concept of Division of Roles

The table below indicates how responsibilities are to be divided between the Local Government (aka "the authorities"), the Tourism Bureau and Tourism Associations, and Tourist Business Operators/Transport Operators during the first three days following a disaster.

Organization	Division of Roles	
Local Government ("Authorities")	Instructions relating to disaster response	<ul style="list-style-type: none"> <li>Grasp damage situation for Hakuba as a whole and tourist situation. Instruct relevant parties to take necessary measures.</li> </ul>
	Provision of Supplies	<ul style="list-style-type: none"> <li>Provide supplies like water, food, and blankets to stranded tourists unable to return home.</li> </ul>
	Information Dissemination	<ul style="list-style-type: none"> <li>Disseminate information about disaster situation, response, recovery, etc. to tourism operators and tourists.</li> </ul>
Tourism Bureau, Tourism Associations	Grasp situation and report to authorities	<ul style="list-style-type: none"> <li>Ascertain damage to tourist facilities and the number of affected tourists by district, and report to the authorities.</li> </ul>
	Communicating response information and instructions to tourism operators, etc.	<ul style="list-style-type: none"> <li>Instruct tourism operators about response policy decided through consultation with authorities.</li> </ul>
	Operational assistance for Temporary Shelters, etc.	<ul style="list-style-type: none"> <li>Support provision of information on damage, traffic conditions, etc. to tourists, and provide operational assistance at Temporary Shelters, such as creating name lists of stranded tourists</li> </ul>
Tourism Operators, Transport operators	Ensuring safety of tourists	<ul style="list-style-type: none"> <li>Confirm and deal with any injuries. If damage to facility is minor, request tourists to remain inside facility as much as possible. If damage to facility is severe, guide tourists to a "Temporary Gathering Site".</li> </ul>
	Report status to Tourism Bureau (or Association), etc.	<ul style="list-style-type: none"> <li>Report facility damage and number of housed tourists to representative at Tourism Association.</li> </ul>
	Transport support for tourists	<ul style="list-style-type: none"> <li>Support transporting of stranded tourists to Temporary Shelters, etc. (using hotel minibuses, etc.)</li> </ul>

### **1-4 Estimating the Number of Stranded Tourists**

➤ Estimates of the number of tourists who will be stranded and unable to return home in the event of a large-scale disaster during peak tourism season are indicated below for each of Hakuba's main tourism areas.

➤ For Hakuba as a whole, if a large-scale disaster were to occur in February, we estimate that just

under 5,000 tourists would be unable to return home.

[Methodology for Estimating the Number of Tourists Unable to Return Home]

We assume the tourists identified below will have difficulty in returning home.

- ◆ Domestic tourists who have come to Hakuba using public transport
- ◆ All foreign tourists



An average number of tourists likely to be stranded on weekends and national holidays in each month were estimated based on monthly visitor data.

→ Grasp peak number of tourists unable to return home

■ Estimated number of stranded tourists by area (unit: persons/day)

- ① Goryu/Hakuba 47 Area (here indicating Kamishiro as a whole) 1,400
- ② Happo Area (including Happo, Wadano, and Sanroku areas) 1,600
- ③ Flatland area (including Misorano, Fukasora, Happoguchi, Hakuba-cho areas) 1,000
- ④ Iwatake area (including other parts of Hokujo) 1,000

Estimates based on: 2018 NTT Mobile Spatial Data, 2018 Visitor Survey, 2018 Foreign Visitor Accommodation Survey

\*These estimates are to be periodically revised using highly accurate statistical data from fiscal year 2021 onwards.

**1-5 About Temporary Gathering Sites and Temporary Shelters**

- In the local government's Disaster Prevention Plan, "Designated Emergency Evacuation Sites" and "Designated Emergency Shelters" are designated as evacuation destinations in a disaster.
- Such locations are used as the "Temporary Gathering Sites" referred to in "1-3" above (that is, the expression "Temporary Gathering Sites" refers to "Designated Emergency Evacuation Sites").
- While the intention is to make maximum use of "Designated Emergency Shelters" as the "Temporary Shelters" referred to in this manual, should the number of stranded tourists reach the estimates given above in "1-4", it will not be possible to accommodate everyone at such "Designated Emergency Shelters". This will make it necessary to additionally use public buildings and accommodation facilities aside from Designated Emergency Shelters as Temporary Shelters.

### Designated Emergency Evacuation Site

A Designated Emergency Evacuation Site is a gathering spot to which residents can evacuate as soon as possible when a disaster occurs or seems imminent.

Such sites provide safety for an initial evacuation but are not used to stockpile food or water.



### Designated Emergency Shelters

A Designated Emergency Shelter is a facility where residents who have evacuated during a disaster can stay as necessary until danger passes, and will temporarily house residents who are unable to return to their homes following a disaster.





■Designated Emergency Shelters in Each District and Their Capacities

District	Designated Emergency Shelter	Capacity	Population	Excess Capacity when 25% of population evacuates	Excess capacity on Area level	Estimated No. of stranded tourists
Uchiyama	Snow Harp	420	45	409	350	
Sano			329	-82		
Sawado	Teirinji	100	261	35		
Mikka-Ichiba	Mikka-ichiba Kominkan	50	102	25		
Horinouchi	Horinouchi Community Center	50	206	-2		
Iida	Iida Kouryu Center	170	954	-69		
Iimori	Iimori Taiikukan	140	424	34		
Meitetsu	Wing 21	1,500	407	1398	765	
Fukasora			553	-138		
Misorano			966	-242		
Meiho			367	-92		
Echoland			378	-95		
Warabi-daira			204	-51		
Minekata			59	-15		
Happo-guchi	Happo-guchi Kominkan	60	409	-42	-42	
Hakuba-cho	Hakuba Tamokuteki Kenshuu Shuukai Shisetsu	300	846	89		
	Hoken Fukushi Fureai Center	300		300		
Oide	Oide Seikatsu Kaizen Shisetsu	60	267	-7		
Happo	Happo Bunka Kaikan	350	707	173	173	
Sanroku			209	-52		
Wadano			302	-76		
Donguri			110	-28		
Moriue	Hokubu Training Center	450	404	349	281	
Shiojima			166	-42		
Nodaira			56	-14		
Tachinoma			9	-2		
Kayo			19	-5		
Aoni			18	-5		
Nitta	Iwatake Taiikukan	400	330	318		
Kirikubo			149	-37		
Ochikura			228	-57		

District Populations correct as of Jan 1, 2020. Capacity calculated as 3m<sup>2</sup> per person, for an evacuation of up to 3 days from disaster

● Guidance and Accommodation of Stranded Tourists According to Disaster Situation

➤ If a large-scale disaster occurs during peak season, we expect that close to 5,000 tourists will be stranded in Hakuba as a whole. This will make it necessary to use public buildings and accommodation facilities in addition to Designated Emergency Shelters as Temporary Shelters.

➤ On the other hand, a large-scale disaster that occurs at night will not affect day-trippers who will have already returned home. Since most tourists will have accommodation they are staying at, it is desirable for such accommodation facilities to function as Temporary Shelters for tourists who face difficulties in securing homeward travel on their own.

➤ In the case of a localized or medium-scale disaster, the number of local residents needing to evacuate will not be large, which means that Designated Emergency Shelters should have sufficient capacity to play a major role in accommodating any stranded tourists.

◆ Guiding and Accommodating Stranded Tourists Unable to Return Home in Different Disaster Scenarios

	Temporary Gathering Site	Temporary Shelters				Flow of Guidance and Housing
		Designated Emergency Shelter	Other Public Buildings	Accommodation facilities	Tourism Facilities	
<b>Large-scale Disaster (daytime)</b>	Emergency Evacuation Sites + Other designated sites	●	●	●	●	Wait at tourist facility for status updates ↓ Guide to Temporary Gathering Site ↓ Transfer to and housing in Emergency Shelters
<b>Large-scale Disaster (at night)</b>	Designated Emergency Shelter	▲		●		Remain at accommodation facility (if damage is severe, transfer guests to another accommodation facility or designated emergency shelter with less damage)
<b>Localized Disaster or Medium-scale Disaster</b>	Designated Emergency Shelter	●		▲		Same process as Large-scale disaster (during daytime)

◆ Large-scale disaster:

This refers to a major disaster that causes significant damage to homes and requires many residents to evacuate to Designated Emergency Shelters.

◆ Medium-scale disaster:

This refers to a disaster that does not cause major damage to homes or a large number of residents to evacuate to Designated Emergency Shelters. However, some tourists may still be stranded due to traffic disruptions.

## **2. Initial Response and Chains of Communication After a Disaster**

When disaster strikes, the provision of information is a key issue. Tourists affected by the disaster will have very high information needs, about issues such as whether transport facilities and roads have been disrupted, whether Designated Emergency Evacuation Sites and Designated Emergency Shelters have been damaged, and where tourists should go to receive support.

To smoothly provide information to affected tourists, it is important to establish chains of communication between tourism-related organizations in advance and decide the appropriate actions for the initial response in advance.

### **2-1 Basic Communication System**

#### **(1) Basic Communication System Between Tourism-Related Organizations**

➤ The basic communication system in the event of a disaster is illustrated in the diagram below. Tourism operators should report any damage to their facilities and the state of their guests to a contact at the tourism association, etc. to which they belong.

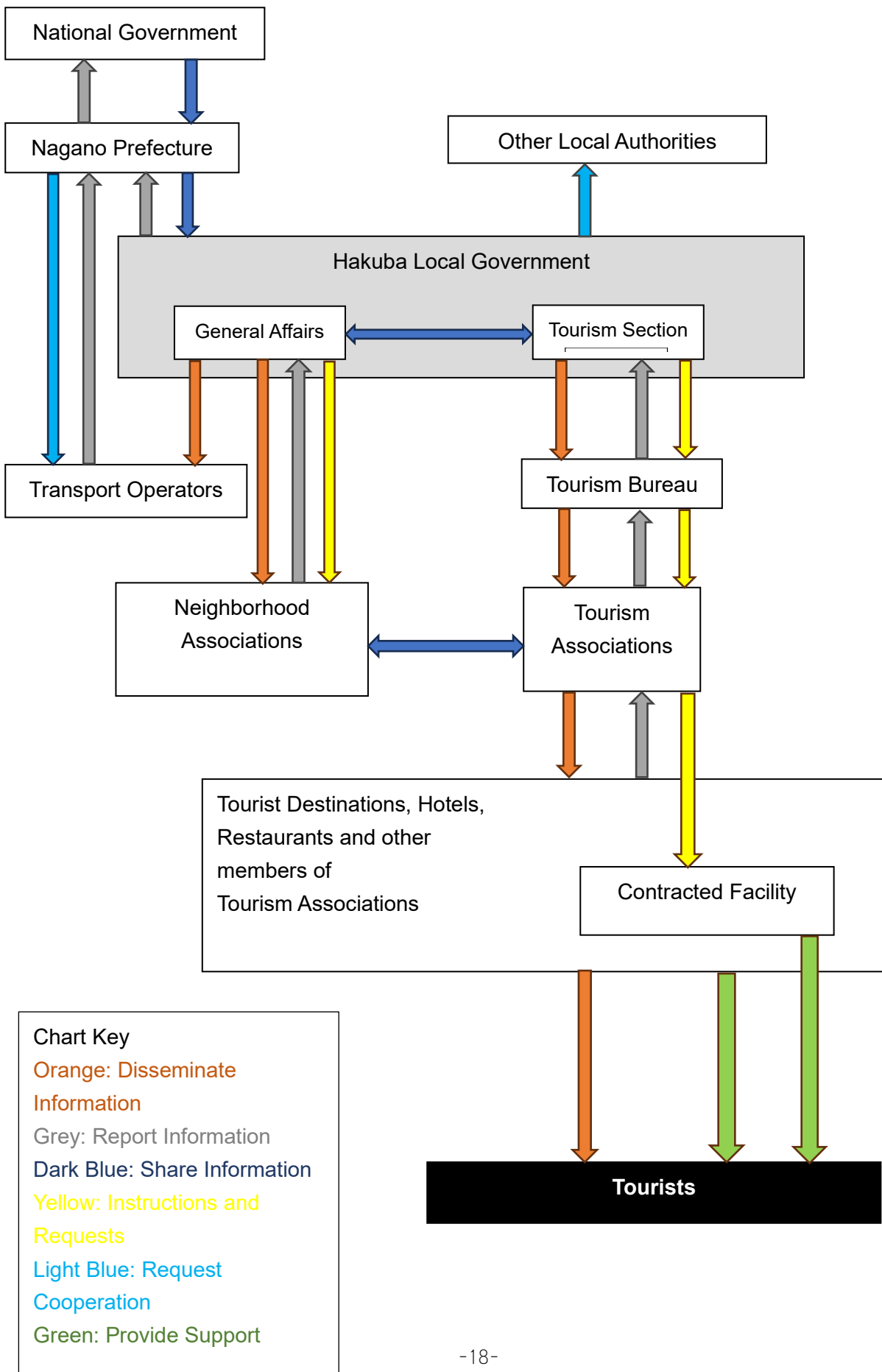
➤ Tourism associations are to compile the information reported to them by individual tourism operators and report to the Tourism Bureau. The Tourism Bureau will compile reports from each Tourism Association, consult with local government (in the form of the Tourism Section), and consider how to respond.

Instructions or requests from the local government or Tourism Bureau are to be relayed by the individual tourism associations to tourism operators.

➤ Tourism associations should also share information on dealing with tourist issues with individual wards and neighborhood associations.

➤ The local government is responsible for requesting external support, gathering information from other institutions and organizations, and disseminating the information people need.

■ Basic Communication Channels between Tourism-Related Organizations

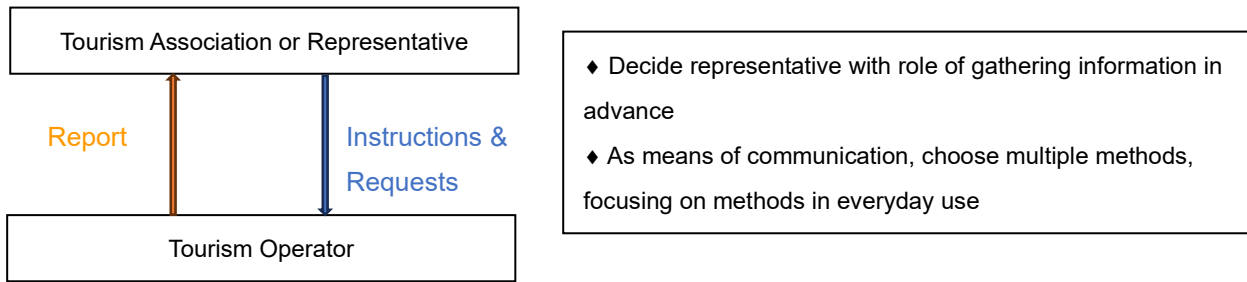


## (2) Basic Chains of Communication in Each District

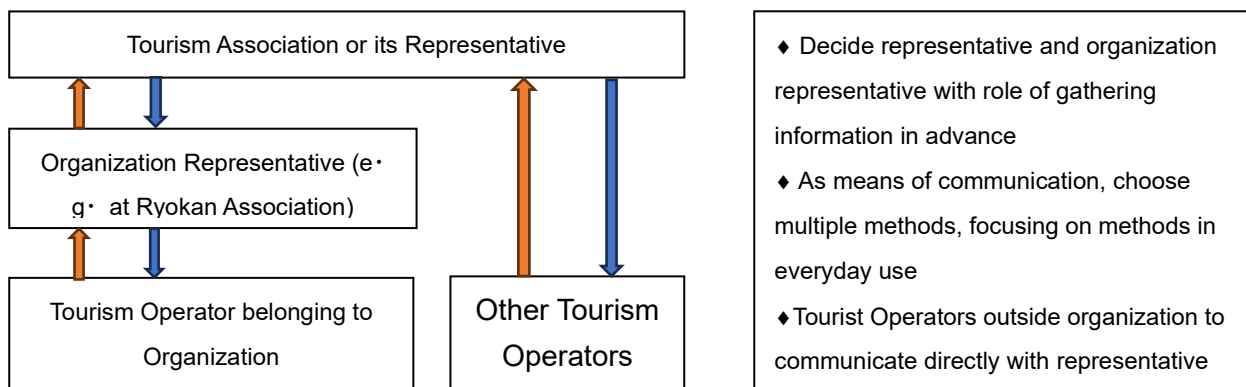
Hakuba has four established Tourism Associations and a Tourism Bureau. The large number of tourism operators in the village creates a genuine risk of confusion if information were to collectively flow to one spot following a disaster. Disruptions to roads and cutting off of conventional communication methods may also prevent people in positions of responsibility from communicating with each other.

In readiness for such a situation, it is desirable to establish basic chains of communication in advance in keeping with the conditions on the ground in each district. In each district, the Tourism Association is to play a central role, compiling information on the disaster in addition to providing necessary information to tourism operators and affected tourists. The Tourism Association should also issue instructions to ensure that affected tourists are supported.

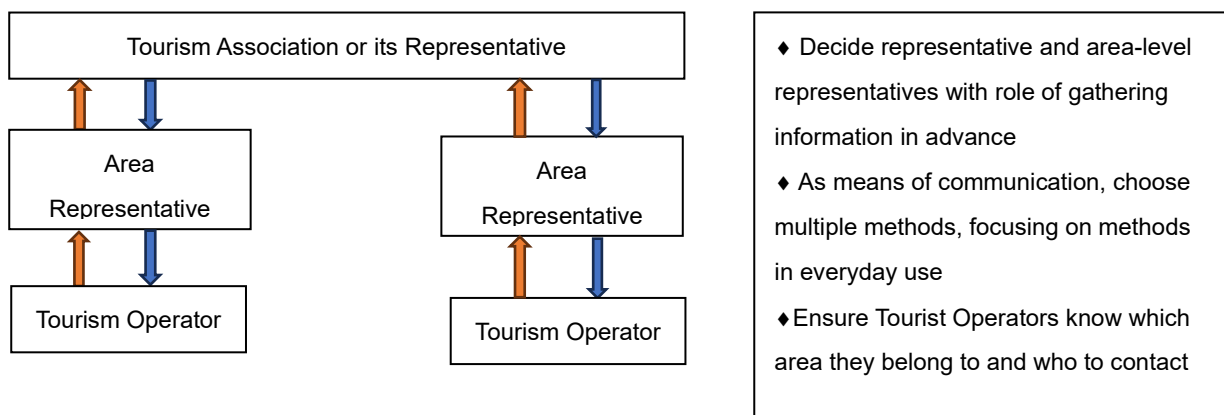
◆Basic Communication System in Each District (Example 1: Simplest Communication System Within a District)



◆Basic Communication System in Each District (Example 2: When Multiple Organizations are Present Within a District)



◆Basic Communication System in Each District (Example 3: Large District Divided into Areas)

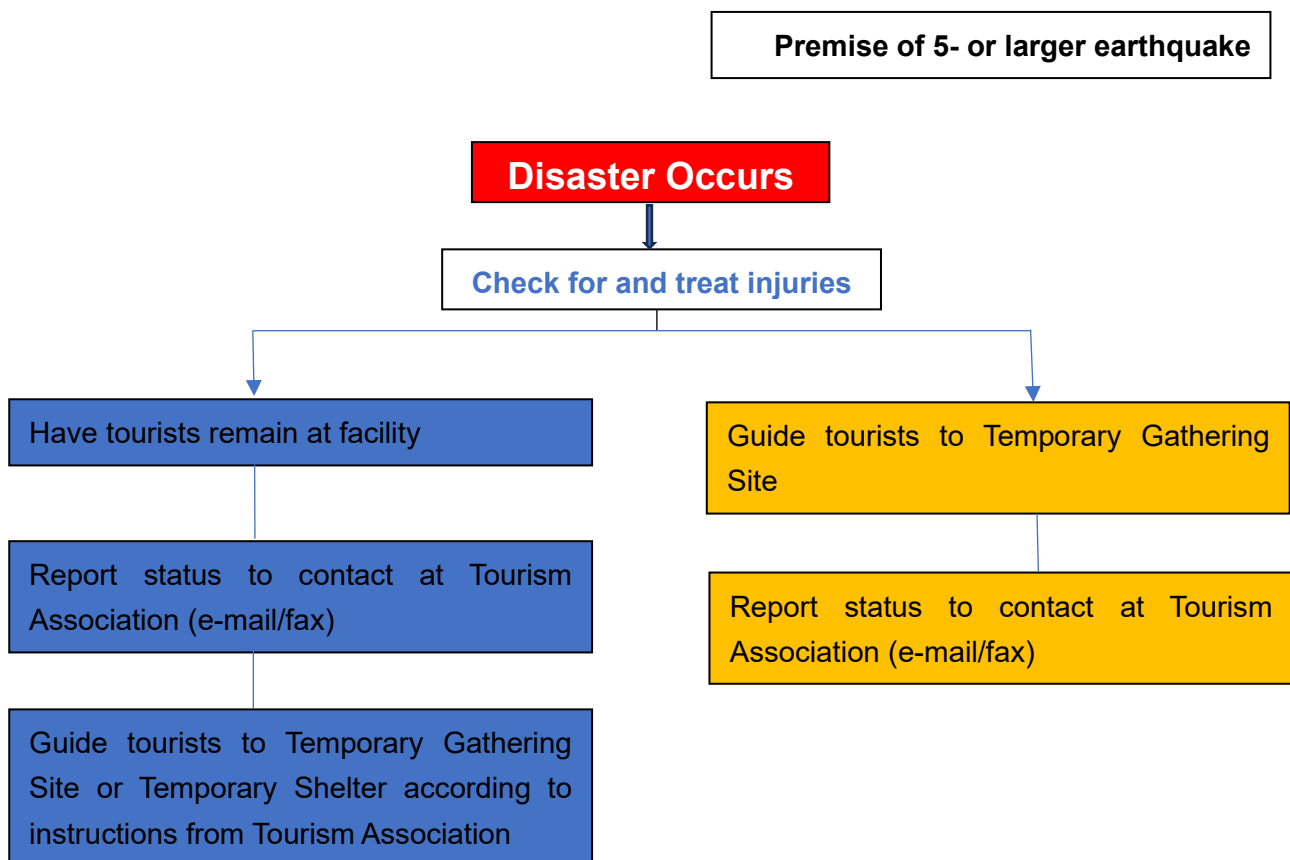


## **2-2 Initial Response at Hotels and Other Tourist Facilities**

Gathering necessary information immediately after a disaster and passing this information on effectively makes it possible to come up with the most appropriate response. The basic flow of the initial response to be enacted immediately after a disaster is indicated in the diagram below.

Note that the initial response described here is to be implemented in the event of an earthquake rated as "5-" or higher on the Japanese seismic scale. For other disasters, the initial response is to be implemented in keeping with instructions from the Tourism Bureau or individual Tourism Associations.

Concept of Initial Response Following Disaster



### **After Guiding to Temporary Gathering Site**

- ◆ Ensure safety of tourists and support homeward travel in keeping with prior arrangements and instructions from Tourism Association
- Help guide to Temporary Gathering Site / Provide information to tourists
- Help in taking stranded tourists to Temporary Shelter (using hotel microbus etc.)
- Help distribute food and blankets and in creation of name list of stranded tourists



- It is first necessary to ensure the safety of tourists at each hotel or facility, confirm whether there are any injuries, and handle them as appropriate. In parallel with this, a damage check should be conducted for the facility itself.
- If a facility has suffered only minor damage, tourists will be requested to remain inside the facility. Damage to the facility, the number of tourists, the presence of any injuries and the presence of any sick or disabled guests who require special assistance should be reported to a pre-determined representative of the Tourism Association. After this, tourists may be guided to a Temporary Gathering Site or Temporary Shelter according to instructions from the local government or Tourism Association.
- If a facility has suffered severe damage, tourists should be immediately guided to a Temporary Gathering Site. After this, the situation should be reported to the Tourism Association.
- After tourists have been taken to a Temporary Gathering Site, safety measures for the tourists and assistance with homeward transport will be provided in keeping with arrangements made in advance and instructions from the local government and/or Tourism Association.

### **2-3 Information Dissemination**

In the event of a disaster, smooth dissemination of information is important in helping tourists take appropriate actions. It is therefore necessary to determine the communication methods in advance, taking into account the following issues.

#### **[Important Considerations for Disseminating Information]**

- ◆ Consider using communication methods that can also be used in normal times
- ◆ Consider providing multiple information channels to allow appropriate selection based on disaster situation
- ◆ Consider using conventional communication methods to provide tourists with information that meets their individual needs

#### **(1) Provision of Disaster/Disaster Prevention Information from Local Government**

When disaster strikes, the local government will not be capable of responding to telephone enquiries from individual tourism operators. The following methods are available for collectively communicating disaster information from the local government to tourism operators. These communication channels are used for different communication needs, and should be used in keeping with the information they are intended to provide.

◆ Communication Channels for Disaster and Disaster Prevention from Local Government

		Communication Method			
		Village Tannoy System	Government Website	Facebook	Tourism Bureau Mailing List
Communicated content	Disaster Information	○			
	Local Damage Status	○	○	○	○
	Tourism Facility Statuses		○	○	
	Damage & Recovery Status of Transport	○	○	○	○
	Information on Temporary Gathering Sites and Temporary Shelters	○	○	○	○
	Information about Support for Tourists		○	○	○
Target		Residents (including Tourism Operators)	<ul style="list-style-type: none"> <li>• Tourism operators</li> <li>• Tourists</li> </ul>	<ul style="list-style-type: none"> <li>• Tourism operators</li> <li>• Tourists</li> </ul>	<ul style="list-style-type: none"> <li>• Tourism operators</li> </ul>
Notes			Website needs to be checked and updated to remain up to date	Account necessary	Recipients need to be preregistered on mailing list (application process)

•Summary of "Communicated Content"

① Disaster Information

This includes disaster predictions, forewarnings of aftershocks, damage predictions (about landslides, etc.), evacuation guidances, and evacuation orders.

② Local Damage Status

This includes information describing local damage, damage to facilities, and the like.

③ Tourism Facility Statuses

This includes damage to tourist facilities such as hotels, recovery information, operating statuses of tourist facilities, and the like.

④ Damage & Recovery Status of Transport

This includes damage and recovery information about railways, roads, and expressways.

⑤ Information on Temporary Gathering Sites and Temporary Shelters

This includes information on Temporary Gathering Sites and the setting up of Temporary Shelters.

## ⑥ Information about Support for Tourists

This includes information on distribution of supplies to tourists, medical guidance for the injured and sick, information on transportation and support for homeward travel.

Information is also provided via the Hakuba Village Tourist Disaster Information Site.

During normal times, this site mostly provides government announcements and tourist information. When a disaster occurs, the site serves as a point of contact between the disaster response headquarters and local residents, centering on disaster information, evacuation information, and damage/recovery information.


Information is available in multiple languages, specifically English, Korean, Chinese (traditional and simplified), and Russian, for the use of foreign tourists and foreign residents.

This site can be accessed using the QR code given below.

**Notifications (お知らせ)**  
Displays Notifications and Latest Information from Village Government  
You can check information broadcast on village disaster radio.  
Audible alerts are given even in silent mode

**Connect to Hakuba Government (白馬村の連絡)**  
Let's you connect to Hakuba Government  
Information/images of disasters and danger zones, traffic jams, sightings of suspicious people, etc.

**Information for Residents (白馬村暮らしの情報)**  
This provides information to residents, split into categories like medical, health, disaster, crime prevention, and tax.




**Webcams (ライブカメラ)**  
A list of Hakuba webcams at various locations

**Government Facebook Page (公式 Facebook)**  
Check out Hakuba Village on Facebook!

**Tourism Information (観光情報)**  
Hakuba's tourism website for smartphones.  
Provides information about transport and your stay

Use the QR Code or the follow URL  
<https://kanko-bosai.vill.hakuba.nagano.jp/user/index.html>



## (2) Information Dissemination Within Tourism Associations

As mentioned above, it is important for each Tourism Association to study how to provide information and come up with appropriate rules for each district.

Although conventional communication methods used on a daily basis, like landline telephones, mobile phones, faxes, and e-mail, can be viewed as core methods, it is important to understand the advantages and disadvantages of each method and choose appropriate methods according to the disaster situation.

### ■Main Communication Methods and their Advantages and Disadvantages

Method	Advantages	Disadvantages
Landline Telephone	<ul style="list-style-type: none"><li>• Unaffected by signal conditions</li></ul>	<ul style="list-style-type: none"><li>• Cannot be used when telephone or power lines are cut</li><li>• May become unusable due to network restrictions</li><li>• One-to-one communication only</li><li>• Restricted to real-time communication between parties</li><li>• Location dependent</li></ul>
Mobile Telephone	<ul style="list-style-type: none"><li>• Can be used anywhere</li></ul>	<ul style="list-style-type: none"><li>• Cannot be used when battery runs out</li><li>• May become unusable due to network restrictions</li><li>• One to one communication only</li><li>• Restricted to real-time communication between parties</li></ul>
Fax	<ul style="list-style-type: none"><li>• Can be sent and received without imposing on other party</li><li>• Provide printed record</li><li>• Some machines can multicast to several receivers</li></ul>	<ul style="list-style-type: none"><li>• Cannot be used when telephone or power lines are cut</li><li>• May become unusable due to network restrictions</li><li>• Location dependent</li></ul>
E-mail	<ul style="list-style-type: none"><li>• Can transmit information to multiple receivers</li><li>• Can be transmitted without imposing on receiver</li><li>• Transmitted information can be confirmed at receiver's convenience</li><li>• Leaves record of exchanged information</li></ul>	<ul style="list-style-type: none"><li>• Cannot be used when mobile phone battery runs out or during power cut</li><li>• May become unusable due to network restrictions by mobile network provider</li></ul>

In addition to the above methods, Internet and smartphone-based communication applications can be useful in the event of a disaster.

- **Chat Applications (LINE, KakaoTalk, comm, etc.)**

⇒ By creating groups on these applications, several people can exchange information that becomes visible to everyone.

⇒ There is also a memo function that can be viewed by group participants, which enables information to be recorded as necessary.

- **Social Media (Twitter (X), Facebook, Instagram, etc.)**

⇒ Depending on the account settings, these sites allow information to be broadcast to any number of people.

⇒ Care is required to prevent the dissemination of false information.

- **Cloud Storage (Google Drive, Dropbox, etc.)**

⇒ These utilities allow data to be shared on the Internet.

⇒ Creating a group in advance enables participants to edit data from anywhere.

### 3. Division of Roles in Tourist Disaster Prevention and Response

This section outlines the division of roles among tourism-related organizations, including during normal times, and flow of a disaster response.

#### 3-1 Division of Roles in Local Tourism Industry

■ To respond appropriately to a disaster, it is important to decide the roles and responsibilities of different organizations in advance and for each organization to fully understand its role. The table below indicates the division of roles between different organizations in the tourism industry, divided into "normal times" and "after a disaster". The specific responsibilities of each role will be determined in future discussions.

■ During normal times, the local government will establish stockpiles, develop infrastructure, and conduct evacuation drills and seminars so as to respond appropriately when a disaster occurs. After disaster strikes, the government will gather information from all relevant parties, provide appropriate instructions and information based on the situation, and lead the overall response.

■ The Tourism Bureau and Tourism Associations act as coordinators for the local tourism industry. During normal times, the Bureau and Associations will construct systems in readiness for disaster response and disseminate information to those expected to participate in the disaster response. When a disaster occurs, these organizations will compile information on the situation in each district and report to the local government. Through consultation with the local government, they will decide how to deal with affected tourists and relay instructions and announcements to evacuation centers and the like.

■ Tourism operators and transport operators are in direct contact with tourists visiting Hakuba and play a role in directly responding to them. When a disaster occurs, service providers should help ensure the safety of tourists, gather information on affected tourists and report to Tourism Associations, guide and transport tourists to Temporary Gathering Sites and Temporary Shelters, and provide assistance with homeward travel after transport services have been restored.

■ To ensure a smooth response to a disaster, it is necessary during normal times to regularly confirm the locations of nearby Temporary Gathering Sites and Temporary Shelters, and to conduct evacuation drills.

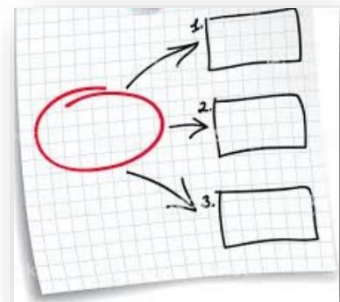
Organization	Normal Times	After a Disaster
<b>Local Government (Authorities)</b>	<ul style="list-style-type: none"> <li>○ Stockpiling food and supplies</li> <li>○ Setting up evacuation sites and facilities</li> <li>○ Establish infrastructure for disseminating information</li> <li>○ Build system for disaster response</li> <li>○ Conduct evacuation drills, seminars, etc.</li> <li>○ Dissemination of information to people with disaster response responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>○ Gathering and collating information about damage across Hakuba</li> <li>○ Gathering information and analyzing state of affected tourists</li> <li>○ Devising response strategy in consultation with Tourism Bureau and Tourism Associations</li> <li>○ Decide and issue requests for establishment of Temporary Gathering Sites and Temporary Shelters</li> <li>○ Operate and assist with Temporary Gathering Sites</li> <li>○ Dissemination of disaster and recovery information</li> <li>○ Distribution of stockpiled supplies</li> <li>○ Request external support</li> <li>○ Financial support for disaster response, etc.</li> </ul>
<b>Tourism Bureau, Tourism Associations</b>	<ul style="list-style-type: none"> <li>○ Build system for disaster response</li> <li>○ Conduct evacuation drills, seminars, etc.</li> <li>○ Dissemination of information to those involved in disaster response</li> </ul>	<ul style="list-style-type: none"> <li>○ Collate damage information on tourist facilities in each district</li> <li>○ Collate affected tourist numbers, information on sick/injured, etc. in each district (Create list of stranded tourists unable to return home, etc.)</li> <li>○ Report all status information to authorities</li> <li>○ Determine response strategy in consultation with the local government</li> <li>○ Relay response policy and information and give instructions to tourism business operators</li> <li>○ Operate and assist with Temporary Gathering Sites, etc.</li> </ul>
<b>Tourism Operators, Transport Operators</b>	<ul style="list-style-type: none"> <li>○ Stockpile food and supplies (as far as possible)</li> <li>○ Implement disaster prevention measures for facilities (earthquake reinforcement, fireproofing, etc.)</li> <li>○ Learn about evacuation sites and facilities</li> <li>○ Implement and participate in evacuation drills, seminars, etc.</li> </ul>	<ul style="list-style-type: none"> <li>○ Ensure safety of tourists and instruct to remain at facilities (Prevention of homeward exodus)</li> <li>○ Confirm damage to facilities</li> <li>○ Confirm and report the number of affected tourists and number of injured and sick</li> <li>○ Guide and help with transport to Temporary Gathering Sites</li> <li>○ Establishment of and support transport to Temporary Shelters (use of own minibuses, etc.)</li> <li>○ Provide stockpiled food and supplies to affected tourists</li> <li>○ Provide disaster and recovery information to affected tourists</li> <li>○ Provide shelter to stranded tourists (if disaster is prolonged)</li> <li>○ Support homeward transport (following restoration of transportation) etc.</li> </ul>

### 3-2 Flow of Response to Tourist Disaster

Once the roles of all parties have been determined, it is important to study the flow of a tourist disaster response for when different disasters occur and perform simulations.

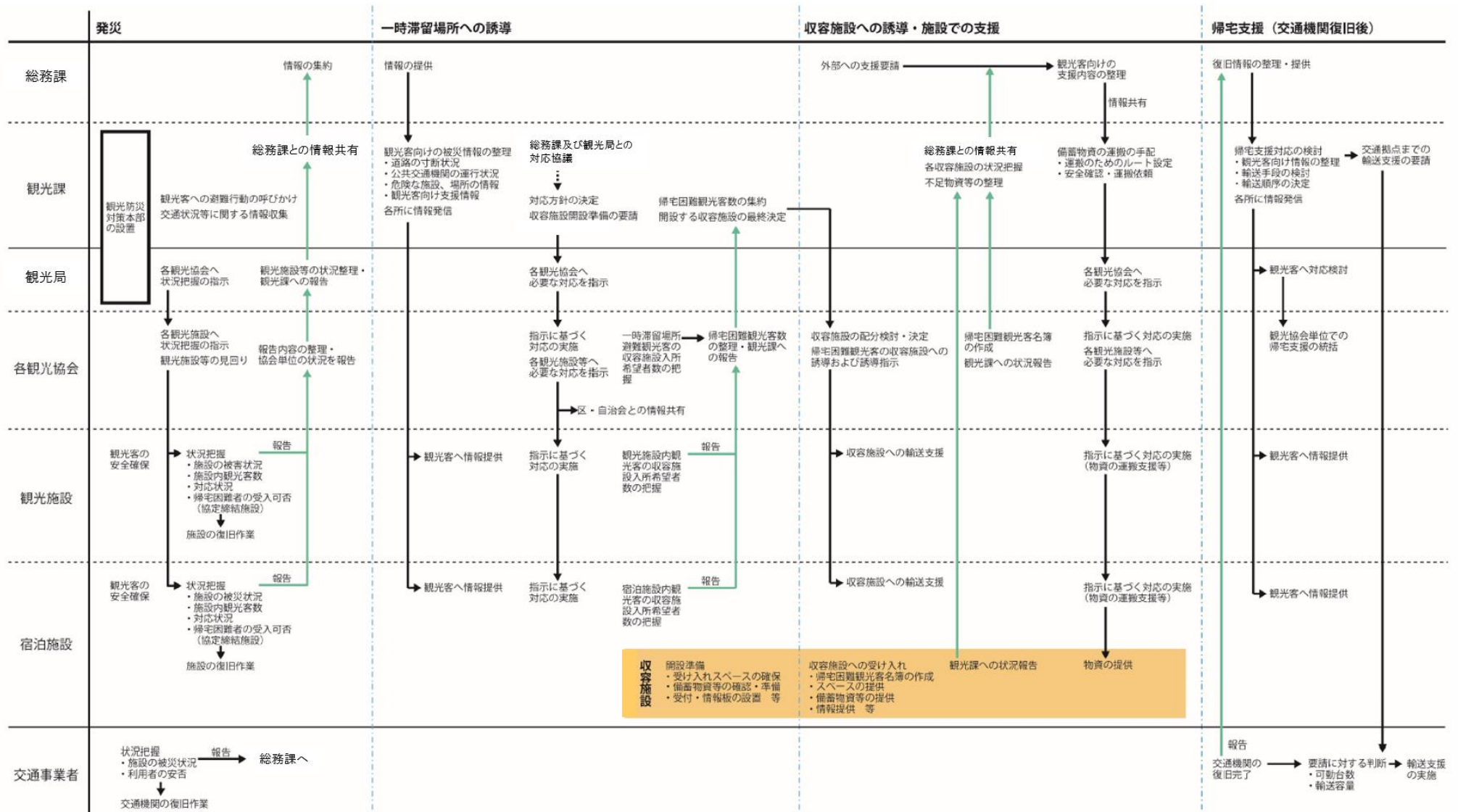
The flowchart on the next page assumes that a large-scale disaster that disrupts traffic has occurred during a peak tourism season, and indicates the flow for the first three days following the disaster.

In this flow, it is necessary to consider various cases, such as a large-scale disaster occurring at night, a disaster that cuts off one area, and a situation where telephones and the Internet are unusable post disaster.





- Flow of Disaster Response (e.g., if a large-scale disaster that disrupts traffic occurs during the peak season)



#### **4. Response at Accommodation Facilities**

The following describes the response measures to be taken at accommodation facilities, which are expected to house stranded tourists, an especially important role in tourist disaster prevention.

##### **4-1 Ensuring Guests Can Extend Their Stays**

###### **① Securing Alternative Power Sources in Case of Power Cuts**

- In the event of a large-scale disaster, it is important for hotels and lodges to have power for lighting, television, radio, communication equipment, and the like.
- It is desirable for accommodation facilities to secure alternative power sources, such as backup power generators and solar power generation, and to stockpile enough fuel for extended operation.

###### **② Securing Alternative Water Sources in Case of Water Supply Outages**

- In the event of a large-scale disaster, municipal water may be cut off for an extended period. Having enough water to flush toilets is important from a hygiene perspective.
- It is desirable for accommodation facilities to have an alternative water source, such as a large water storage tank or well.

###### **③ Securing Enough Fuel**

- A certain amount of fuel will be required to provide guests with cooked food. It is desirable for accommodation facilities to use propane gas or portable gas stoves and to stock up on gas cylinders, solid fuel, and the like to allow use for a certain period.

##### **4-2 Accommodating Guests**

While accommodation providers are not obligated to accommodate guests beyond their reservations, in the event of a disaster, it is desirable for facilities to act in a spirit of self-reliance and mutual assistance and so continue to accommodate guests on a voluntary basis even after a disaster has occurred.

The expression "guest" here refers to the following three types:

- (1) "Current guests" who are staying at the facility when the disaster occurs
- (2) "Guests with reservations" who have a reservation for that day but have not checked in when the disaster occurs.
- (3) "Former guests" who had checked out before the disaster occurred, but are still present in the area, are now stranded with no way home, and wish to stay at that accommodation facility again.

Even in a large-scale disaster, there is an assumption that accommodation facilities with minor damage will continue to accommodate guests once safety has been confirmed (this excludes cases where accommodation services cannot be provided due to lack of staff availability).

Regarding accommodation rates, it is desirable for facilities to adjust their rates in keeping with the ability of the facility to provide its usual services and environment (including food, lighting, air conditioning, washing/bathing facilities, and the like).

### **4-3 Provision of Services to Non-Guests**

As an emergency measure in a large-scale disaster, it is desirable for accommodation facilities to provide services to regular tourists who are not their guests, such as opening their lobbies and allowing tourists to take temporary refuge.

Note that such measures not only create a favorable image of that facility with those particular tourists, but can also increase the image and reputation of the facility and of Hakuba as a tourist destination when this is reported on the news or spread through reviews or as word of mouth.

#### **Example**

During the Great East Japan Earthquake, most public transport in the Tokyo area was suspended for safety checks and recovery operations. This left many people stranded in the capital. That night, the Metropolitan Hotel in Ikebukuro, Tokyo provided shelter to around 1,800 people who were stranded. The hotel provided blankets, bedsheets, towels, hot drinks, etc., allowed people to recharge their mobile phones, and provided up-to-date information on the resumption of transport.



Metropolitan Hotel Lobby (after Great East Japan Earthquake) ©Hotel Metropolitan



## **5. Approach for Foreign Tourists**

This section refers in particular to foreign tourists, and will introduce various sources of information that can be helpful in providing multilingual support.

### **5-1 About Temporary Gathering Sites and Temporary Shelters**

According to the national government's Tourism White Paper, the number of foreign tourists visiting Japan in 2018 (Heisei 30) reached a record high of 31.19 million, an 8.7% increase from the previous year, exceeding 30 million for the first time. The number of visitors set new records for six consecutive years, and is on course to reach its goal of 40 million people by 2020 (Reiwa 2).

The total number of overnight stays in Nagano Prefecture by foreign visitors in 2018 reached 1.527 million, ranking 12th among prefectures in Japan. In Hakuba, the number of tourists from Australia and East Asia has been increasing every year, especially during winter. This makes it necessary for us to be fully prepared to deal with foreign tourists in the event of a disaster.

While the basic flow of disaster response is the same as for Japanese tourists, it is important to understand that there are differences in language and culture when providing support and responding to tourist needs.

#### **(1) Temporary Gathering Sites for Foreign Tourists**

- If tourists are unable to remain at their hotel or lodge when disaster strikes, foreign tourists will be directed to Temporary Gathering Sites in the same way as Japanese tourists.
- While it would be possible to designate certain Temporary Gathering Sites as exclusively serving foreign tourists, responding quickly is of crucial importance and opening multiple Temporary Gathering Sites would take too much time and human resources. There are also concerns over possible confusion in guiding people to safety.
- For Temporary Gathering Sites to operate smoothly, it is important to consider the following issues in advance.

#### **Issues Regarding Temporary Evacuation Centers and Foreign Tourists**

- ◆ **How to guide tourists** to Temporary Evacuation Centers
- ◆ **Providing guidance on role of Temporary Evacuation Centers** and support provided there
- ◆ **Creation of name lists of foreign language-capable people** in each area and appointing leaders for the handling of foreign tourists
- ◆ **Allocating spaces** within evacuation centers as "Evacuation Site for Residents", "Temporary Gathering Site for Japanese Tourists" and **"Temporary Gathering Site for Foreign Tourists"**
- ◆ **Prepare forms for creation of name lists** of stranded foreign tourists etc.

## (2) Temporary Shelters for Foreign Tourists

- When foreign tourists are stranded and unable to return home, temporary shelters will be needed to accommodate them until the transport required for their homeward journey is restored. Temporary shelters used for extended stays will require staff who can speak foreign languages
- To establish temporary shelters for foreign tourists, we will construct a system for supporting foreign tourists in times of disaster, such as by signing agreements with accommodation facilities that have staff who can speak foreign languages.

### **5-2 Useful Applications and Websites**

When disaster strikes, it is vital to keep stranded tourists informed. This applies to both domestic and international tourists.

The Japan Tourism Agency provides a mobile application called "Safety Tips" that provides disaster information to foreign travelers.

This application provides disaster information to foreign tourists under the supervision of the Japan Tourism Agency. The service started in October 2014 with the aim of providing peace of mind to those visiting Japan, a country plagued by natural disasters.

This application provides users with early warnings of earthquakes, tsunami warnings, extreme weather warnings, and the like for Japan through push notifications. You can also receive response flowcharts that show appropriate evacuation behavior based on the existing situation, communication cards to help gather information from nearby Japanese, and a list of links where information can be gathered when a disaster occurs.

The application currently supports twelve languages from eleven countries (English, Chinese (simplified/traditional), Korean, Japanese, Spanish, Portuguese, Vietnamese, Thai, Indonesian, Tagalog, and Nepali). There are plans to add Khmer, Burmese, and Mongolian, expanding the number of languages to fourteen.

We think that foreign tourists should be encouraged to install the application.

#### URLs for Downloading Application

Android: <https://play.google.com/store/apparatuses/details?id=jp.co.rcsc.safetyTips.android>

iOS: <https://itunes.apple.com/jp/apparatus/safety-tips/id858357174?mt=8>

These URLs can also be accessed via the following QR codes

Android



iOS



Users who have previously downloaded "Safety tips" will need to update their application to version 3.2.0.

The application is free of charge on both platforms.



Push notification → Recommended Actions

## **6. Preparation During Normal Times**

This section will focus on how to prepare during normal times so as to ensure a quick and smooth response that will ensure the safety of tourists when a disaster occurs.

### **6-1 Preparations By Each Organization**

#### **(1) Hakuba Village (i.e., Local Government)**

During normal times, the local government is tasked with providing action guidelines for everyone with disaster-related responsibilities and building infrastructure and systems to ensure a smooth response in times of disaster. Such preparations are to be made in consultation with the local community and should be flexibly adapted to changes in environment and societal conditions in the tourism industry.

#### **■ Preparations by Local Government**

<b>Item</b>	<b>Content</b>
○ <b>Updating this manual</b>	<ul style="list-style-type: none"><li>• The content of this manual will be updated as appropriate in keeping with changes in the environment and social conditions of the tourism industry and future consultations with local communities</li></ul>
○ <b>Stockpiling food and supplies</b>	<ul style="list-style-type: none"><li>• Stockpile necessary supplies in each district.</li><li>• Investigate how to maintain and manage stockpiles and decide appropriately distributed locations with consideration to possible traffic disruptions during a disaster</li></ul>
○ <b>Establishment of Temporary Gathering Sites and Temporary Shelters</b>	<ul style="list-style-type: none"><li>• Set up Temporary Gathering Sites and Temporary Shelters for evacuating tourists.</li><li>• Review designated Temporary Gathering Sites and Temporary Shelters as appropriate in accordance with any updates to information on anticipated disasters.</li><li>• Try to secure as much capacity for temporary shelters as possible, by entering into agreements with accommodation facilities, etc.</li></ul>
○ <b>Improve Information Transmission Infrastructure</b>	<ul style="list-style-type: none"><li>• Create an environment for disseminating information in times of disaster, such as by expanding the village tannoy and free Wi-Fi network.</li></ul>

<ul style="list-style-type: none"> <li>○ <b>Building a disaster response system</b></li> </ul>	<ul style="list-style-type: none"> <li>· Work with the Tourism Bureau and Tourism Associations to build a system for disaster response.</li> <li>· For the communication system in particular, study communication methods, content, and format of messages, etc. in consultation with the local community so that necessary information can be smoothly exchanged when a disaster occurs</li> </ul>
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## (2) Tourism Bureau and Tourism Associations

As preparation during normal times, the Tourism Bureau and Tourism Associations will work primarily with tourism operators to build a system capable of responding in the event of a disaster, and should consider the specific roles of the parties involved on an individual area basis.

Due to the need to create a sustainable system and division of roles in keeping with the actual situations of tourists and tourism operators in each region, it is important to establish a system that will form strong links with local government while continuously consulting with the local community.

### ■ Preparations by Tourism Bureau and Tourism Associations

Item	Content
<ul style="list-style-type: none"> <li>○ <b>Building a Disaster Response System</b></li> </ul>	<ul style="list-style-type: none"> <li>· Work with local government and tourism operators to build a system for disaster response</li> <li>· Regarding the communication system in particular, consult with local community to ensure that necessary information can be smoothly exchanged when a disaster occurs, and consider the communication method, content, and format of the information to be exchanged, etc. on a district by district basis.</li> </ul>
<ul style="list-style-type: none"> <li>○ <b>Educate Tourism Association Members about Disaster Response</b></li> </ul>	<ul style="list-style-type: none"> <li>· Inform Tourism Association (Bureau) members about the roles that related organizations will play to ensure tourists are smoothly handled when a disaster occurs</li> </ul>
<ul style="list-style-type: none"> <li>○ <b>Deciding Roles and Personnel for Disaster Response</b></li> </ul>	<ul style="list-style-type: none"> <li>· Organize the response actions each person involved should take in the event of a disaster, and consult with tourism operators to decide the division of roles and who will be in charge at association level.</li> </ul> <p>&lt;Example Setting of Responsibilities&gt;</p>



	<ul style="list-style-type: none"> <li>○ Contact for information regarding tourist disaster prevention</li> <li>○ Patrol who will visit facilities following a disaster</li> <li>○ Supervisor of transportation support for stranded tourists unable to return home</li> <li>○ Operations Supervisor for Temporary Shelters, etc.</li> </ul>
○ <b>Listing Facilities that can be used as Temporary Shelters</b>	<ul style="list-style-type: none"> <li>· List facilities that can be used as temporary shelters if a large number of tourists are stranded and unable to return home.</li> <li>· In particular, create a list of staff who can speak foreign languages and of facilities where these staff work as temporary shelters for foreign tourists.</li> </ul>

### (3) Tourism Business Operators

As preparation during normal times, tourism operators should take relevant actions that can be implemented at their respective facilities. They are additionally required to work with the local government, the Tourism Bureau, and relevant Tourism Association to confirm and understand their systems.

#### ■ Preparations by Tourism Operators

Item	Content
○ <b>Stockpile Water, Food, and Supplies</b>	<ul style="list-style-type: none"> <li>· Stockpile supplies such as water, food, blankets, and portable toilets as much as possible</li> <li>· By stockpiling at individual facilities, it is possible to respond quickly to affected tourists when disaster strikes, and to have alternative supplies in case traffic disruptions etc. prevent the authorities from providing supplies.</li> </ul>
○ <b>Implementation of Disaster Prevention and Mitigation Measures at Facilities</b>	<ul style="list-style-type: none"> <li>· Implement disaster prevention and mitigation measures at each facility.</li> <li>· Operators should do everything possible, such as renovating facilities to increase earthquake resistance and fire resistance, in addition to measures to secure furniture to stop it toppling over and prevent objects</li> </ul>

	falling from high places.
<ul style="list-style-type: none"> <li>○ <b>Learn about Temporary Gathering Sites and Temporary Shelters</b></li> </ul>	<ul style="list-style-type: none"> <li>· Confirm locations of Temporary Gathering Sites and Temporary Shelters in each district.</li> <li>· Simulate how tourists will be guided to Temporary Gathering Sites and Temporary Shelters in the event of a disaster.</li> </ul>

## **6-2 Tourist Disaster Prevention Drills**

Disasters of any scale can occur in any season and at any time of day. To avoid panic and respond appropriately when an actual disaster occurs, it is important to not only have instructions in your head but to also practice them repeatedly until actions can be taken instinctively. Repeated implementation of drills is also needed to discover deficiencies or shortcomings in our systems and response methods, and to come up with solutions.

### **(1) Information Dissemination Training**

- This training is to be conducted by the local government, the Tourism Bureau, Tourism Associations, and tourism operators, with the purpose of furthering understanding of the proposed methods of disseminating information and to confirm that such methods will function properly.
- Training will be conducted for several assumed scenarios.
- We are considering conducting training on both a cross-village and an individual Tourism Association basis.

### **Example Scenarios for Information Dissemination Training**

#### **Scenario 1·**

Large-scale earthquake, where railways and expressways are unusable and stranded tourists are left in all parts of Hakuba

#### **Scenario 2·**

Local disaster, such as landslide, where one district is cut off and stranded tourists are unable to go home

#### **Scenario 3·**

Disaster that cuts off power and telephone lines, making landline telephones and fax machines unusable

### **(2) Tourist Evacuation/Guidance Training**

- This training is to be conducted by the local government, the Tourism Bureau, the Tourism Associations, tourism business operators, and volunteers who will role play as tourists, and aims to help all parties deepen their understanding of proposed disaster response measures and confirm that the response will be sufficient.

- As a general rule, this training is to be conducted by each Tourism Association, but cross-village drills may also be performed once every few years.
- It would also be possible to hold sessions focused on the evacuation and guidance of foreign tourists.

## Final Comments

### ① Study and Compile of Tourist Disaster Prevention/Response Policies in each District

This manual describes policies for tourist disaster prevention/response measures to be implemented across Hakuba.

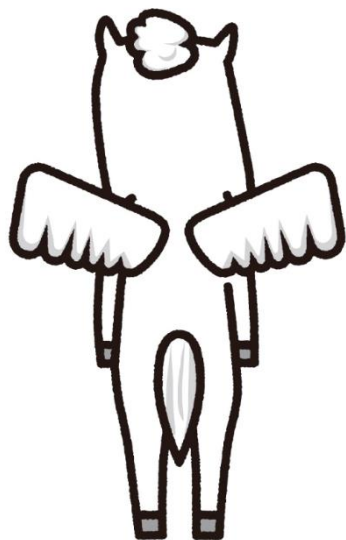
However, to implement the response described in this manual quickly and appropriately in the event of an actual disaster, it is necessary for each district (that is, for each Tourism Association) to set more specific rules for disseminating information, to divide up roles, and appoint representatives.

When doing so, it is desirable to establish detailed rules and division of roles for responding to a disaster based on the actual circumstances of each district, such as the risk of landslides, the distance to the temporary shelters (evacuation facilities), the extent to which tourist facilities are concentrated or spread out, and the human resources available in each district.

### ② Revising and Updating Disaster Manuals (Conducting Training and Implementing Improvements)

As described earlier in "6. Preparation During Normal Times", it is important to repeatedly conduct drills based on this manual "until actions can be taken instinctively". Via training, it is necessary to identify issues that could not be effectively handled and areas for improvement, and reflect the results in this manual.

For this reason, this manual is not intended to be a "final edition" but rather a "starting point" that will be continually improved through subsequent training.



## < Reference Materials >

### Example Formats for Information Dissemination and Gathering

- ▼ Facility Disaster Damage Report Form
- ▼ Request Form for Accommodation in Temporary Shelter
- ▼ Tourist Evacuation Card

## Facility Disaster Damage Report Form

Each Tourism Operator should provide this form to the relevant Tourism Association			
Facility (Operator) Name			
Facility Representative			
Desired Means of Communication (Mark with circle)	TEL		
	FAX		
	E-Mail		
Damage to Facility		None	<div> <div>Slight damage</div> <div>Severe Damage (cannot provide shelter)</div> </div>
Initial Response		Tourists remained at facility	Tourists already taken to Temporary Gathering Site

If tourists have remained at the facility

Number of tourists present		
Any injuries?	Yes	No
Any foreign tourists?	Yes	No
Any special needs tourists (e.g., disabled)?	Yes	No
Number of staff at facility		
Any comments or requests		

## Request Form for Accommodation in Temporary Shelter

Each Tourism Operator should provide this form to the relevant Tourism Association		
Facility (Operator) Name		
Facility Representative		
Desired Means of Communication (Mark with circle)	TEL	
	FAX	
	E-Mail	

Number of tourists requesting shelter	
No. of foreign tourists included in above number	
No. of special needs tourists (e.g. disabled)	
Any comments or requests (such as whether emergency treatment is required)	



## Tourist Evacuation Card

Facility name \_\_\_\_\_

Evacuee Name (head of group/family)		Age	Sex	
			M	F
Family or Group Members			M	F
			M	F
			M	F
			M	F
			M	F

Address	
Telephone Number	

Special Needs	(Please list any medical conditions or other matters of concern)

Shelter Entry Date	Shelter Departure Date
Year____Month____Day____	Year____Month____Day____

Comments	
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