

**Areas for Improvement and Corresponding Measures
in Light of the Response to the Osaka Metro
Disruption on 13 -14 August 2025**

22 August 2025

Japan Association for the 2025 World Exposition

Area 1: Need to review the timing of announcements, selection of content, and methods of information sharing

Issues	Improvement Measures
<ul style="list-style-type: none">Information on the situation and available options for visitors <u>could not be provided in a timely manner from the visitors' perspective.</u>There were opinions that <u>the announcements at the Expo site were difficult to hear.</u>The initial Expo site announcements <u>were not broadcast in English.</u>	<ul style="list-style-type: none">We will promptly appoint a <u>person responsible for information dissemination</u> when an incident occurs.Information will be provided to visitors etc. <u>promptly, more frequently, and simultaneously</u> in Japanese and English via the <u>official website, Visitors app, social media, and PA announcements.</u>The <u>simultaneous broadcasting function</u> in the Expo site will be used (including inside buildings).We will <u>ensure thorough sharing of information</u> with Official Participants, Pavilions for Private Sectors and other related parties.

Area 2: Need to review services provided to visitors remaining at the Expo site and alternatives to waiting at the site

Issues	Improvement Measures
<ul style="list-style-type: none"> • <u>It took time to confirm and provide information on locations where visitors could wait at the Expo site.</u> • <u>The provision of water and other supplies only began after initial crowd-control measures around Yumeshima Station were completed. Information on the availability of electric outlets was not provided, and mobile batteries were not adequately supplied.</u> • <u>Due to concerns about traffic congestion caused by pick-up vehicles, operational arrangements regarding routes for visitors leaving the Expo site on foot, by private car or alternative transportation methods were inadequate, and therefore information could not be provided to visitors.</u> 	<ul style="list-style-type: none"> • We will secure spaces for people to stay: <ol style="list-style-type: none"> ① We will <u>consult with facilities within the site prioritising those with large capacity.</u> ② Visitors with disabilities etc will be given priority. • We will review infrastructure (to enable early transition to disaster response) <ol style="list-style-type: none"> ① <u>Prompt provision of emergency supplies such as water and diapers.</u> ② <u>Emergency mobile battery rental and provision of power outlets.</u> ③ <u>Renew cooperation requests to facilities within the site</u> • We will review alternative transport: <ol style="list-style-type: none"> ① <u>Remaining in the Expo site during late hours will be recommended.</u> ② <u>Walking will not be recommended</u> ③ <u>Private car pick-up: Use Maishima P&R or the accessible parking</u> ④ <u>Replacement buses: We will ask that priority is given to those with disabilities etc</u> ⑤ <u>Taxis: We will ask that priority is given to those with disabilities etc</u>

Area 3: Need to re-establish the Association's crisis management structure to enable quicker response, and reconfirm communication frameworks with external parties

Issues	Improvement Measures
<ul style="list-style-type: none"> • Although <u>the incident was a major transportation disruption requiring a disaster-level response, information sharing within the Association was unclear.</u> • Even during the period when prospects for recovery remained unclear, <u>a communication framework was needed that would allow for quick and accurate information gathering and coordination with Osaka Metro.</u> 	<ul style="list-style-type: none"> • We will confirm that <u>a disaster response headquarters</u> will be established to also <u>respond to traffic disruptions.</u> • We will promptly appoint a <u>person responsible for information dissemination</u> when an incident occurs. • We will <u>request cooperation from Osaka Prefecture and Osaka City</u> in the following: (Temporary accommodations, medical relief systems, food and water provision, personnel , and information dissemination.) • We will <u>reconfirm communication systems and emergency response with relevant organisations</u>, including Osaka Metro.