

Doutor Coffee Director Mr. Seisoku Hoshino

23 April 2018

From Chairman Sakuta Manabu of the general incorporated association Japan Society for Tobacco Control Board

Petition

Please end separate smoking areas in stores, and immediately implement a completely non-smoking store

Hereafter, due to emerging fears about harms to (employee) health, please continue to extend physical examinations of employees for at least thirty years

For your company's employees, we humbly make this complaint.

Good evening, I am doing part-time work in a store with separate smoking areas. The store is Doutor Coffee. Previously, because smokers with bad etiquette brought ashtrays to the non-smoking area with lit cigarettes, because smoke from the smoking areas escaped to the non-smoking areas, and because of other problems associated with smoking; numerous customers have asked that cigarettes be extinguished.

Compared to the non-smoking area, the smoking area has general trash scattered around, which is not permitted. And because ashtrays can not be disposed of quickly, the litter and the smell of the smoking area becomes a nuisance for people in the non-smoking area. I have therefore urged customers to extinguish their lit cigarettes to benefit others in non-smoking areas.

Nevertheless, customers who are taking offense in this matter have advised that they could make formal complaints. Then, people who confront the shop manager have said that customers have advised employees to empty ashtrays when they forget to do so. They persisted because they considered the behavior to be part of a normal service.

I watched "First thing in the morning" (Note: a NHK morning broadcast), where we learned not only about the harms of passive smoking for expecting mothers and increased cancer risk for non-smokers, but also allergies, asthma and other effects of tobacco. At the company, there are employees who have asthma.

It is smokers who forget to extinguish their cigarettes. In general, they do not consent to the commands of managers, and just today they did not follow the advice of managers to extinguish their cigarettes. Repeatedly, the manager urged smokers to quickly extinguish cigarettes, and came around to say "it's OK to extinguish your cigarette in this way" and "as a service, please quickly extinguish your cigarette" as a warning. Nonetheless, they did not consent.

Even if forgetting to extinguish cigarettes is unintentional and careless, harm still results from such an error. We think that the negative effect is not only on the body, but a fire hazard also results from burning tobacco, especially if litter is put in ashtrays.

For this latter risk, we must recognize that fire is used on each occasion, and failing to notice this could create an insurance or other liability.

Also, if we believe that service is for the benefit of all customers, then matter is serious from a customer service perspective. We can think that it is not just the store's responsibility, but the customer's ability to generate ideas about to resolve these matters.

In the name of continuing customer "service" for tobacco smokers, I feel that the company only avoids the claims and does not solve the fundamental problems about health and fire risks. Furthermore, in spite of knowing that non-smokers are at the store, it is irresponsible for smoking customers not to extinguish their cigarettes after they visit.

By email, I addressed this matter at places wherever smoking problems were thought to exist. However, responses for each location are not needed in this matter.

As I see this appeal, I was surprised at this correspondence from your store. And because the essence of the problem is insufficient smoking measures to prevent passive smoking, I began to investigate further the extent of the problem in Doutor coffee shops.

I examined 19 Doutor stores, and measured the level of PM 2.5 (particulate matter of 2.5 micrometers or smaller) in the smoking sections, and found levels at each store equal to: 494, 491, 464, 370, 291, 264, 247, 240, 194, 192, 180, 168, 158, 95, 86, 76, 55, 44, 40 micrograms per cubic meter ($\mu\text{g}/\text{m}^3$). The average level was $216 \mu\text{g}/\text{m}^3$. In the non-smoking sections, PM 2.5 levels were also measured as 86, 29, 28, 26, 26, 26, 26, 25, 25, 25, 25, 25, 25, 24, 24, 24, 24, $24 \mu\text{g}/\text{m}^3$, with an average level of $28.5 \mu\text{g}/\text{m}^3$. In comparison, in Starbucks stores (a completely non-smoking franchise), the average PM level was no more than $5 \mu\text{g}/\text{m}^3$.

Now I examine our understanding of the issue:

1. The classification of the smoking sections in the stores was the at most dangerous levels (at "hazardous") according the American Environmental Protection Agency, where increase in the current mortality rate for the general population was 150%. (For people with bad hearts, bad lungs or obesity and for the elderly mortality rates rise more significantly. Even for a normal person, the risk of respiratory problems like asthma increases even if there is no increase in current mortality rates.)

2. Even the non-smoking sections of Doutor have an average PM 2.5 level higher than the average level at neighboring Starbucks stores. This finding indicates that tobacco smoke at the Doutor shops permeates through the non-smoking sections.

According to this report, your company says, "In the cafe business, we can not afford to immediately and completely prohibit smoking due to customer news." (Nikkei Shimbun April 21 morning edition)

I believe that this is a serious issue for the health of a great number of employees, but inaction implies that the former issue is being sacrificed in the name of earning of profit.

In accordance with the Occupational Health and Safety Act, employers are obliged to prevent employees from being exposed to passive smoking. Employers must analyze the current situation. If they do not take the appropriate action, they may be liable for breaching safety protocols.

Because of these matters,

1. Please end separate smoking areas in stores, and immediately implement a completely non-smoking store.
2. Hereafter, due to emerging fears about harms to (employee) health, please continue to extend physical examinations of employees for at least thirty years

Request of two marks