

October 19, 2017

Apology and Policy Announcement

Thank you very much for your continued patronage of the Hotel Century Southern Tower.

We have been made aware that we had recently sold a post-dated product at our restaurant "Tribeks". We sincerely apologize for the inconvenience caused to our valued patrons and to all the other stakeholders concerned.

We pledge to solemnly use this situation as a wake-up call and commit wholeheartedly to use the lessons learned to further enhance and strengthen our management system, from this point onwards. We further pledge to work more diligently to prevent any future recurrence.

Details are as follows.

Hotel Odakyu Southern Tower Co., Ltd.
General Manager

Details

1. Sales Location Hotel Century Southern Tower Restaurant "Tribeks" (20th Floor)
2. Item Description Guinness Extra Stout (bottled beer, 330 ml)
3. Sell Date August 2017
4. Period of Sales Friday, September 1, 2017 to Wednesday, October 11, 2017
5. Bottles Sold Ten bottles
6. Actions Taken (After the Discovery) We have since confirmed that all products, except for the product above whose "*Sell by Date*" had expired, have not passed their "*Sell by Date*".
In addition, we confirmed with the manufacturer concerning this product's fitness for consumption. They advised us that, although there is a possibility of flavor deterioration, the probability of the product having an adverse health impact on those who have consumed the product is very miniscule.
7. Cause The root cause of the incident was due to a failure to confirm the "*Sell by Date*" of the items in question before serving the product.
8. Measures to Prevent Recurrences We will thoroughly check the expiration dates of all items in our stock, both during stocktaking and at the time of sale.
9. Please direct your inquiries about this incident to:
Hotel Century Southern Tower Restaurant "Tribeks"
Telephone: 81-3-5354-2177
Office Hours: 10:00 a.m. ~ 5:00 p.m.