

April 14 2020

To our business partners

Our company's measures following a declaration of "a state of emergency to prevent the spread of new coronavirus infection"

We thank you for your continued support to our company.

In order to follow a state of emergency declared by the government in seven prefectures including Tokyo, Kanagawa, Saitama, Chiba, Osaka, Hyogo and Fukuoka, and the "emergency measures" announced by the governor of Tokyo, our company has decided to take the following measures:

[Our company's measures]

For our head office, sales offices of North-Kanto, Chubu, Osaka and Seibu.

- ◆ Field Salespeople: Work to be limited to the minimum required sales activities, using direct attending/direct leaving work patterns.
Any inquiry will be replied via an e-mail or a cellular phone.
- ◆ Visiting Customers: To reduce the risk of infection, visiting customers will be withheld, suspended or postponed, except for any urgent matter.
- ◆ In-house Employees: As a minimum necessary shift work system will be taken, it may take some time to reply to your inquiry on quotation or delivery time or to ship products, which may cause some inconvenience.
- ◆ Since some offices have already adopted flexible work times, there will be a time even in-house employees who are not available to reply.
- ◆ Shipment: We will try our best to respond to a customer's request of same-day shipment, however, as the work will be restricted due to limited numbers of workers, there may be a possibility of delay. So, we would appreciate your understanding of the situation.

