



Update on Logistics and Service During COVID-19 Outbreak

Amidst the COVID-19 pandemic, we understand that there will be concerns about the continued efficiency of our supply chain and service operations. We have prepared this document to provide an update on the status of these business areas.

Logistics (Supply Chain)

Our supply chain operations are following the guidance from The World Health Organization (WHO), the Public Health Agency of Canada (PHAC), and local Canadian jurisdictions where necessary. This approach will allow our systems to limit the impact of this virus while reacting to overall concerns about COVID-19.

Konica Minolta's two logistics providers, SCI and Purolator, have assured us that they are both taking multi-faceted approaches to maintain business continuity without placing strain on the supply chain. These approaches include:

- The formation of internal task forces to monitor changing situation and oversee the response in supply chain operations
- Implementing site level pandemic plans to reduce risk levels in every building
- Stress-testing the system to understand and prepare to maintain regular operations should supplier limitations occur

We are receiving regular updates from our logistics providers, and will communicate any changes or delays in regular operations to you in a timely manner.

Service Operations

All of our field technicians have been instructed to take precautionary measures when responding to service calls to limit the amount of direct contact that is occurring.

For the time being, field service calls are being limited to only essential cases, which means that they are cases that are determined essential after following steps listed below:

- 1) Make use of Konica Minolta's remote help desk and try to solve the problem without requiring direct contact.
- 2) Talk with the Field Technician over the phone and attempt to come to a resolution.
- 3) Determine whether the service call is a proactive call that can be deferred to a later date.

In the case that a field service call must happen, our Field Technicians have been instructed to take precautionary measures to limit any potential spread of COVID-19. These precautions include:

- 1) Staying home if they believe they are sick or have a fever or respiratory symptoms.
- 2) Keep their hands clean at all times and practice proper hand washing techniques.
- 3) Before beginning a repair and upon completion, Field Technicians are asked to clean and disinfect all equipment that they will be touching and have touched.



- 4) Maintain social distancing strategies, as feasible. In the context of field service calls, this involves increasing the space between the customer and Field Technician while decreasing the frequency of required contact.

At this time, we are doing our best to maintain “business as usual” operations to help our customers in any way they need it. We will continue to update you of any changes as they occur.