



Michael J. Mathé

Senior Vice President, International

Konica Minolta Business Solutions

Dear Valued Customer,

The following is an update regarding COVID-19 restrictions to business operations that continue to evolve across the country, and the potential impacts to Konica Minolta customers from these restrictions.

At the time of writing, all ten provinces have declared states of emergency, and Ontario and Quebec are mandating that all non-essential businesses facilities close to limit the spread of the virus and encourage people to stay in their homes.

Konica Minolta is committed to the safety and well-being of all our employees and customers. We are closely following the recommendations of the government and public health organizations across Canada. However, we recognize that many of our customers include essential businesses and may require service and support throughout the pandemic.

As of the lists that have been provided by the Ontario and Quebec provincial governments, our services are considered essential. We will be following provincial guidelines to support our essential workplace customers so that they can deliver critical services required at this time. Our service technicians and IT support will continue to work hard to ensure that all of our customers are able to function normally, whether supporting the infrastructure to work from home or the offices of essential businesses that are still running.

We are here for you during this critical time. Our expert teams are highly trained and they are well equipped to respond to any service and support calls. We will continue to provide you with regular updates as the situation evolves.

It is our intention to do everything we can to help you conduct critical business as we work through the coming weeks together. If you need anything, please do not hesitate to contact a member of the Konica Minolta team.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael J. Mathé".

Michael J. Mathé

Senior Vice President, International

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