



Konica Minolta Coronavirus Q&A

Q. Where are Konica Minolta's products manufactured?

A. Konica Minolta's products are manufactured in multiple locations. Most of Konica Minolta's office products are manufactured in Malaysia. Other Konica Minolta products are manufactured in Japan, China, and the United States.

Q. Are any of your factories or raw material supplier factories location in the affected regions?

A. Konica Minolta's main production sites in China are located in Wuxi (Jiangsu Province) and Dongguan (Guangdong Province). These sites manufacture Business Technology products such as MFPs. Konica Minolta has factories in China which provide supplies worldwide.

Q. Do any finished goods we purchase from Konica Minolta come from China or depend on Chinese labor or manufacturing?

A. Most of Konica Minolta's office products do not come from China, nor do they depend on Chinese labor or manufacturing. Other Konica Minolta products such as our production print oriented devices may come from China, or depend on Chinese labor or manufacturing.

Concerning shipments coming from China, the CDC advises : "In general, because of poor survivability of these coronaviruses on surfaces, there is likely very low risk of spread from products or packaging that are shipped over a period of days or weeks at ambient temperatures. Coronaviruses are generally thought to be spread most often by respiratory droplets. Currently there is no evidence to support transmission of COVID-19 associated with imported goods and there have not been any cases of COVID-19 in the United States associated with imported goods."

If you want to take additional precautionary measures, it is safe to use alcohol-based cleaners on the device, especially commonly touched areas such as the control panel keyboard.

Further preventative advice can be found on the CDC website

(<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>).

Additional information can be found on the Public Health Agency of Canada website

(<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>).

Q. Do any raw materials used in your products come from China?

A. Some of the raw materials used in Konica Minolta's products come from China. Per the Public Health Agency of Canada: "Coronaviruses generally do not survive on surfaces after being contaminated. The risk of spread from products shipped over a period of days or weeks at room temperature is very low. There is no known risk of coronaviruses entering Canada on parcels or packages."

Q. What is your Canada-based inventory level for raw materials imported before the outbreak of COVID-19?

A. Konica Minolta does not maintain an inventory of imported raw materials.

Q. Do you anticipate delays in delivery of finished goods or manufacturing raw material from any worldwide source due to the COVID-19 outbreak?

A. The full economic and sociological impact of the COVID-19 outbreak is not yet known. Konica Minolta currently does not anticipate a material, prolonged delay in the delivery of finished goods or manufacturing raw material from any worldwide source due to the COVID-19 outbreak. However, this assessment may change as the full extent of the COVID-19 exposure, resiliency, and economic impact becomes better known.

Q. For any impacted products, does Konica Minolta have dual sources or locations for materials or manufacturing to help ease delays on impacted products?

A. Konica Minolta has a diverse production facility footprint coupled with a robust supply chain strategy and inventory management guidelines. Multiple sources and locations for its materials and manufactured products to help ease delays on impacted products.

Q. For any impacted product(s), please provide your internal safety stock details with respect to "Days/Months on Hand".

A. Konica Minolta's Days/Months on Hand is typically more than one month, however, these levels may fluctuate based on macroeconomic changes in the global market.

Q. Do you foresee possibilities of price increases due to changing economic factors?

A. While price increases due to changing economic factors are always a possibility, Konica Minolta currently does not anticipate material price increases as a result of the COVID-19 outbreak.

Q. Will Konica Minolta continue to supply product during the outbreak?

A. In order to minimize disruption to its distribution channel, Konica Minolta continues to ship products to meet anticipated customer demand.

Q. Are there chances of contamination of goods/raw materials, packaging and containers? How is Konica Minolta ensuring products are not contaminated?

A. Concerning shipments coming from any coronavirus affected country, the Public Health Agency of Canada advises: "Coronaviruses generally do not survive on surfaces after being contaminated. The risk of spread from products shipped over a period of days or weeks at room temperature is very low. There is no known risk of coronaviruses entering Canada on parcels or packages..."

Q. What is the estimated percentage of products sourced from China?

A. The derivative depends on the product mix. Most of Konica Minolta's office products are manufactured in Malaysia.

Q. Do you have plans for increased prevention efforts at locations your personnel are working?

A. All Konica Minolta employees have been asked to follow Public Health Agency of Canada recommendations for taking all precautions to avoid the spread of illness including:

- Washing hands frequently with soap and water for 20 seconds or with an alcohol-based hand sanitizer, if soap and water are not available;
- Getting a flu shot;
- Staying at home if feeling unwell. Employees with a fever and respiratory systems should stay at home 24 hours after the fever ends;
- Avoiding unnecessary and non-urgent gatherings including conferences and meetings
- Avoiding touching nose, mouth and eyes;
- Refraining from using coworkers' phones, desks, offices, computers or other work tools and equipment;
- Avoiding shaking hands or coming in close contact with coworkers and others who may feel ill.
- Keeping frequently touched common surfaces (e.g., telephones, tools, computer equipment, etc.) clean.

Q. Do you have defined structures to plan for and respond to any incidents at your location? How quickly could you return to normal business if an incident occurs?

A. As a leading technology company, Konica Minolta has structured employee positions so that many of its employees are able to work remotely. In addition, Konica Minolta benefits from being geographically dispersed and having regional redundancies so customer assignments can be reallocated. Konica Minolta will continue to leverage its virtual technology, where possible, to help meet its commitments while complying with all federal, and provincial laws.

Q. What is your customer communication plan?

A. Konica Minolta receives shipments throughout the year. It received a shipment before the Chinese Holiday. We have prepared Statements on Coronavirus and have posted to our public websites as well as sent an email from our CEO, Chris Dewart, to our customer contacts. We are responding to customer questions and questionnaires as we receive them. We will continue to be honest and transparent with our response as the situation changes.

As of now, Konica Minolta does not anticipate any material, prolonged disruption to its business operations. The health and safety of Konica Minolta's employees and customers is a top priority, and Konica Minolta will continue to monitor federal and provincial guidance and cooperate with federal and provincial directives. Konica Minolta will continue to monitor the progress of COVID-19, and will adjust plans based on new information.

Please submit additional questions addressed here to: Covid19Updates@bt.konicaminolta.ca