



KONICA MINOLTA

To our Valued Customers and Business Partners:

The impact and outbreak of coronavirus (COVID-19) is continuing to impact people and countries around the world. Our top priority is the health and safety of patients, employees, customers, partners, and communities. We understand the challenges facing the healthcare system and we aim to support their needs in any way we can.

Konica Minolta Services & Applications teams are executing pre-established business continuity plans and we are confident in our ability to ensure delivery of seamless service and support during these challenging times. I want to personally share Konica Minolta Healthcare's commitment to you and the steps that we are taking to protect all of our customers, partners, and employees:

- We are carefully monitoring the rapidly changing situation, following guidance from both the CDC and local health authorities.
- Our employees take seriously the cleanliness of our equipment and environment. We know that this is more important than ever.
- We've significantly increased our remote support capabilities, while at the same time maintaining our strong field response capabilities in coordination with our dealer partners.
- It is always our goal to maintain and continue to keep your Konica Minolta equipment & IT solutions functional and to minimize any disruption to patient care.
- Konica Minolta Field Sales, Service, and Applications teams are committed to adhering to all our customers' policies and procedures while visiting any healthcare system.
- We are encouraging our team members to follow health authority best practices like frequent hand washing, social distancing, and staying home if they are feeling ill.

In short, Konica Minolta solutions are a critical business tool to millions. Today and always, we feel privileged, and we are committed, to the delivery of world class patient care.

Kind Regards,

Kevin Chlopecki, Vice President of Service & Operations