



KONICA MINOLTA

March 16, 2020

To our Valued Business Partners:

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

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

- We are carefully monitoring the rapidly changing situation, following guidance from both the CDC and local health authorities, including potential travel restrictions.
- We've significantly increased our remote support capabilities, while at the same time maintaining our strong field response capabilities that can be engaged in coordination with you our partners.
- It is always our joint goal to maintain and continue to keep 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 of our customers' policies and procedures while visiting any healthcare system.
- Our employees take seriously the cleanliness of our equipment and environment. We know that this is more important than ever for all of us.
- 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 mission critical for our customer's delivery of healthcare. You, our business partners, are key to maintaining this continuity. Today and always, we feel privileged to work with you, and we are committed, to the delivery of world class patient care. We are here to support anything you may need to fulfill this mission.

Kind Regards,

David Widmann, President & CEO