

April 10, 2020  
SIGMAKOKI CO., LTD.  
Sales Department

Dear Customers,

## **Actions and response to the Declaration of a State of Emergency from the Japanese Government (the 2nd report)**

First, we express our sincere condolences to the people who suffered from new coronavirus infection and their families. Sincerely hope that those who are affected and who are in difficult situations will be able to recover as soon as possible.

The following is a description of our actions and responses to the Declaration of a State of Emergency from the Japanese Government in preventing the spread of the new coronavirus infection.

### **1. Sales (Tokyo Head Office, Osaka Branch, Kyushu Sales Office)**

Coordinating with the Japanese government and local governments and others, we are giving top priority to the safety and health of our customers and employees, while taking measures to prevent the spread of infection, shift work and work at home as appropriate.

As part of the above measures, the reception hours from April 13 (Mon) to May 1 (Fri) will be temporarily shortened to "10:00 AM to 16:00 PM" from usual "9:00 AM to 18:00 PM".

Orders and inquiries from the Web and Fax will also be received as usual.

### **2. Production (Head Office/Hidaka Plant, Noto Plant, Technology Center, Shanghai Sigma Koki)**

For production bases in Japan, coordinating with the Japanese government and local governments and others, given top priority to the safety and health of employees, while taking measures to prevent the spread of infection, and shift work as appropriate.

Shanghai Sigma Koki Co., Ltd. (Shanghai, China) is currently operating as usual.

### **3. Shipping and delivery of products**

Products destined for Japan will be shipped as usual.

For products shipped to international destinations, exports will proceed as usual, with some delays expected depending on the destination.

For any inquiries or questions, please contact the sales department.

Sincerely,

《Contact》

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