

Corporate Policy On Declaration of State of Emergency

Under the infectious spread of the novel coronavirus (COVID-19), Mandom Corporation (hereinafter “Mandom”) has placed priority on the health and safety of our customers, business partners and employees while taking infection preventive actions as of Monday, March 2, urging employees to work from home, starting staggered work shifts and establishing a video conferencing system. In response to the Japanese government’s declaration of a state of emergency, the company will take additional measures against the further infectious spread of the coronavirus, with measures effective from Wednesday, April 8 as set out below.

We apologize to our customers and business partners for any inconvenience caused by these measures and we would like to ask for their understanding and cooperation.

Our policy:

1. Work from home as a rule

Mandom had already urged employees to work from home as of Monday, March 2. Stronger measures will now be applied.

[Scope of application]

All employees of Mandom Group companies in Japan

[Details]

Switching to a work-from-home basis for all employees

Using video conferences to replace onsite internal/external meetings

Prohibiting domestic/overseas business trips

Prohibiting holding/participating in events, including seminars (excluding online events)

Recommending staggered work shifts if circumstances demand employees to work in company offices for essential business reasons

Ensuring sterilization, wearing a mask and social distance in company and sales offices

2. Normal operation of the factory and logistics management

Contact

mandom corp.

Public Relations Div.

mail: press@mandom.com

Please contact us in Japanese or English.

URL: <https://www.mandom.co.jp/en/>



3. Suspension of telephone inquiries to Customer Service Office

The Customer Service Office will suspend temporarily its telephone inquiry service for customers. Only inquiries by email will be handled. For details, please check “Customer Support” on our web page.

<https://www.mandom.co.jp/en/customer/>

Replies may take several days.

We apologize to our customers for any inconvenience and we would like to ask for their understanding and cooperation.

Timeframe:

From Wednesday April 8, 2020 to Wednesday, May 6, 2020

Mandom continues to implement measures flexibly and appropriately to give the highest priority to the health and safety of our customers, business partners and employees.

End of news release