



SBI Japannexts Co., Ltd.

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18th March 2020

Dear Japannexts partners,

Due to increasing concerns about potential business disruptions caused by the continuing spread of Novel Coronavirus COVID-19, Japannexts would like to reassure all clients and partners that Japannexts has taken steps to protect our people and safeguard operations during this time of heightened risk.

We do not anticipate any impact from the COVID-19 virus to our day-to-day business operations as a result of our existing business continuity plans and additional precautionary measures.

Employee health and precautions

- Continuous monitoring of employees' physical conditions
- Implemented staggered working hours and remote working programs
- Full manpower backup and support capacity in the event of staff contracting the COVID-19 virus
- A crisis risk management team on standby to address emergency situations
- Restricting attendance to internal and external meetings, business and personal travel, and a self-isolation quarantine policy for at-risk staff

System and operational resilience

- Operations and technical systems are designed with resiliency in mind, with redundancy, automated backups and the ability to restore data rapidly
- Business can continue to function remotely from backup sites and on a work-from-home basis in the event that our primary offices and datacenter are inaccessible

Any updates and changes to business operations will be promptly communicated to all parties by email and on our website.

Please contact sales@Japannexts.co.jp should you have any questions or concerns.