

March 17, 2020

Dear Valued Customer:

**COVID-19 Situation**  
**Toshiba Crisis Management & Business Continuity Plan**

The purpose of this letter is to provide you with a brief outline on Toshiba's response to the ongoing situation regarding the Coronavirus (COVID-19).

Toshiba has implemented a Covid-19 Crisis Management and Business Continuity Plan.

To oversee the refinement of this plan, as well as its communication and execution, we have also formed a company task force with representatives from executive management and key business disciplines.

As part of this plan we have announced a number of initiatives via recommendations, policies and procedures to protect the health, safety and wellbeing of our employees whilst ensuring that our business can continue to operate with minimal disruption.

These initiatives introduce new guidelines and procedures for travel, social distancing, hygiene, illness, school closures, customer contact, family care, flexible and remote working.

In executing these new initiatives we recognise the need to stay close to our customers and remain committed to our obligations for your ongoing service and support and supply of our products and services.

Toshiba continues to work closely with our parent company, factories, component suppliers and logistic partners whilst increasing our local warehouse flexibility to ensure we avoid any delays in delivery.

Toshiba is constantly monitoring the situation and will continue to adapt our plan in conjunction with Government & Health Authority communication & strategies as well as direction from our parent company.

**Toshiba Australia Pty Limited**

Building C, 12-24 Talavera Road, North Ryde, NSW 2113

We are committed to remaining close to you as our valued customer, sharing information and keeping you informed of any changes to protect our mutual business.

Thank you for your ongoing support. We look forward to continuing working together as we navigate through these very challenging times.

Sincerely yours,



Mark Whittard  
Managing Director  
Toshiba Australia Pty Limited