

Dear Customers:

April 7, 2020

FE TRADE CO., LTD

## About Our Actions in Regard to the Spread of Novel Coronavirus Infections

We would like to offer our deepest sympathy to the people affected by this novel coronavirus.

In consideration of the possibility that the infections of the novel coronavirus will spread even further domestically, we will take the following actions to reduce the infection risk obeying the guidelines of Japanese government and local authorities. We put the first priority on preventing the infections inside and outside the company and ensuring safety and health for all customers and employees.

### Enhanced Hygiene Control Before Shipping for Customer Safety

#### ■ Sterilization of the Products

In "About Coronavirus Disease 2019 (COVID-19)", the Ministry of Health, Labour and Welfare in Japan mentioned "It has not been reported so far that contact with goods loaded from China or any other places where the coronavirus was found caused human to get infected with the virus. WHO also sees that the coronavirus is generally not able to survive on goods, such as letters and parcels, for a long time". However, we follow the hygiene control manual issued by "Occupational Health Committee, JSTH Japanese Society of Travel and Health" and "Overseas Work Health Care Society, Japan Society for Occupational Health" and enhance our hygiene control by sterilizing all applicable products when receiving and shipping them for infection prevention.

#### ■ Actions in the Company

Sanitation and Healthcare

1. Implementing a shift-work system to avoid "confined spaces, crowded places, and close contact" inside the company
2. Actively conducting staggered commuting to avoid traffic congestion
3. Practice of hand hygiene and cough etiquette for employees
4. Monitoring health condition of employees
5. Disinfection of workplace

#### ■ Implementation Period

End Date: To be decided when the infection starts to settle down

We put the first priority on preventing the infections inside and outside the company and ensuring safety for employees, and take necessary actions promptly. We would appreciate your understanding.

About Coronavirus Disease 2019 (COVID-19), Ministry of Health, Labour and Welfare  
[https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/0000164708\\_00001.html](https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/0000164708_00001.html)

Occupational Health Committee, JSTH Japanese Society of Travel and Health; Overseas Work Health Care Society,  
Japan Society for Occupational Health  
<https://plaza.umin.ac.jp/jstah/pdf/coronavirus03.pdf>

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(9:00am – 4:00pm / Except for weekends, national holidays, year-end and New Year holidays)