

A COVID-19 Update from Canon USA

Dear Valued Customer,

We recognize that COVID-19 is dramatically impacting lives during this extraordinary and unprecedented point in time. At Canon U.S.A. Inc., helping to protect the safety and well-being of our Employees, our Business Partners and our Customers is a top priority. Although much has changed in daily life, one thing that hasn't changed is our unwavering commitment to our Customers, Business Partners and our dedicated Employees who continue to work hard behind the scenes to help meet your business needs.

It is during times like this that our corporate philosophy of Kyosei, harmoniously living and working together into the future takes on special meaning as we all use our collective strengths to manage through this challenge.

While business goes on, our Canon U.S.A. Crisis Committee is working diligently to ensure we adapt to any new developments quickly and have the proper procedures and protocols in place. We are adhering to direction from the Centers for Disease Control and Prevention (CDC) and following all federal, state and local guidelines and health advisories. Employees have been advised to follow all guidelines as shared by the CDC should they become ill or have been in direct contact with someone who has tested positive.

At this point, we have given many of our Employees the opportunity to work from home and minimized domestic travel. In addition, our Employees have been directed to the CDC website to follow all guidelines in relation to international travel.

Frequent reminders on ways to stay healthy and prevent the spread of viruses including frequent hand-washing, avoiding contact with those who show symptoms or are sick, and general good hygiene practices are shared routinely. Social distancing and virtual meetings are strongly encouraged. We have implemented thorough disinfectant and sanitization protocols in our offices.

We will continue to monitor developments and will provide updates on a continuing basis. Thank you for your patience, understanding and your support of Canon. Stay safe and remain healthy!

Canon U.S.A., Inc.