

Konica Minolta's Response to the Great East Japan Earthquake

We would like to offer our sincere condolences to everyone who was affected by the massive earthquake in eastern Japan. To support the fastest possible recovery, Konica Minolta is doing all it can to contribute through its corporate activities to reconstruction in areas affected by the disaster.

Konica Minolta's Response

On March 11, 2011, the day of the earthquake, Konica Minolta established a Disaster Response Headquarters [▶ P40](#) to monitor the situation, and has been providing cooperation and support to customers and others in the disaster areas. (The following describes the situation as of June 22, 2011.)

The Situation of the Konica Minolta Group

Employees of the Group in the disaster areas were unhurt. Konica Minolta has a number of production sites in the Kanto area, a region including Tokyo and nearby prefectures, but none suffered extensive damage.

There is a possibility that production will be affected by damage experienced by suppliers of parts and materials, as well as disruption of or limits on power supplies. However, the Group will gather information and take proactive steps to ensure a stable supply of products, and regular provision of services. While the Group's sales and distribution sites in the Tohoku area, the most affected region, were damaged, Konica Minolta is maintaining the operations of its service organization with support from other regions.

Response to Rolling Blackouts and Power Supply Restrictions

Konica Minolta is helping customers to save electricity and cope with planned power outages by providing information on its website and by other means.

Moreover, in addition to carrying out rigorous power conservation in its business activities, the Group is reducing the amount of power used for production at peak times in the summer when power demand is highest. The Group also plans to introduce additional measures to reduce electricity use, including closing sites on a rotating basis.

Assistance for Affected Areas

Konica Minolta Holdings, Inc. and other Group companies have donated 50 million yen to help people in the disaster areas through the Japanese Red Cross Society, while the employees of domestic and overseas Group companies have donated approximately 23 million yen through the Red Cross organizations of their respective countries. In addition, the company has donated 410 units of its pulse oximeter "PULSOX-1" medical instrument, among other aid in kind.

Konica Minolta Business Solutions Japan Co., Ltd. is also providing its IT support service, IT-Guardians, free of charge to companies and municipalities in the disaster area until the end of March 2012. Through remote support for PC operation and by providing antivirus security and data backup, the company

will continue to support the smooth restoration of various corporate and social functions.

The Group plans to use various Konica Minolta products and services to provide a range of ongoing support activities.



"PULSOX-1" pulse oximeter which measures oxygen saturation in the blood, without the need for blood collection

Impact on Group Companies and Customer Support

As described below, each of the business companies in the Group is gathering information while introducing reconstruction measures and offering appropriate support in the affected areas.

Konica Minolta Business Technologies, Inc. and its affiliates

Response to Customers

Some of the sites of the sales company Konica Minolta Business Solutions Japan Co., Ltd. were damaged, but the company is maintaining the operations of its service organization with support from other regions.

Immediately after the earthquake, the company's head office in Tokyo established a Disaster Response Headquarters and began to work in conjunction with the Tohoku branch in Sendai, the largest city hit by the earthquake.

First, the company confirmed the situation of its customers and distributors by checking Remote Care connection status and by phone when needed, and established a special customer help center for inquiries by phone and email. In addition, the company repaired equipment damaged in the earthquake at a special rate or provided substitutes for non-repairable machines to help businesses get back to work quickly in the areas affected.

Supply of Products

Most of Konica Minolta Business Technologies' equipment is manufactured in China, while consumable supplies are produced outside the affected areas, so there has been no significant impact at this time.

Konica Minolta Opto, Inc. and its affiliates

Production and sales sites were unaffected, and there has been no major impact on business continuity.

There is a possibility that production will be affected by disruptions experienced by suppliers of parts and so on, as well as disruption of or limits on power supplies. However, the company will ensure that any such impact on its business activities is kept to a minimum and will maintain a stable supply of products.

Konica Minolta IJ Technologies, Inc.

Production and sales sites were unaffected, and there has been no major impact on business continuity. Going forward, the company will work to ensure a stable supply of products and regular provision of services.

Konica Minolta Medical & Graphic, Inc. and its affiliates

Response to Customers

Konica Minolta Healthcare Inc., a sales company in Japan, continues to provide support for the early recovery of hospitals and clinics in the affected areas.

In the weeks following the earthquake, the company finished checking the situation of customers, and ensured that branches and sales offices in the affected areas were able to provide substitute equipment or replacement parts as necessary at any time.

In addition, in late March, personnel were added from other regions to provide technical service support. People from the localities who are familiar with the geography of the affected areas were selected, in order to ensure a rapid response.

Supply of Products

Konica Minolta Medical & Graphic's equipment and consumable supplies are produced outside the affected areas, so there has been no significant impact at this time.

Konica Minolta Sensing, Inc.

A sales site was damaged, but there has been no major impact on business continuity. The company will continue to monitor the situation of its customers and provide repairs, while working to ensure a stable supply of products and regular provision of services.

Konica Minolta Planetarium Co., Ltd.

The company checked the situation at 86 planetariums with the company's equipment that may have been affected by the earthquake. Two were in need of major repair, while 12 were found to require minor repairs or adjustment. The checks and investigations of facilities affected have been completed, and the company will provide repairs requested by its customers.