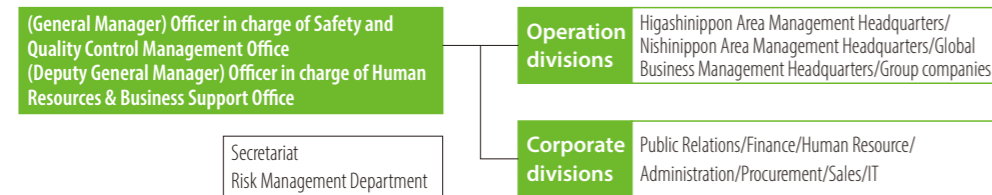


Response to COVID-19

The HTS Group plays a key role as one of the lifelines that are critical to maintain society and industry by providing logistics service to customers in a wide range of industries, including delivery of food products, daily commodities, and medicines. In order to maintain this role stably even during the COVID-19 pandemic, we set up "COVID-19 Prevention Headquarters" to prevent the spread of infection among group employees.

COVID-19 Prevention Headquarters Structure



HTS Group's Basic Policy (Excerpt)

- Give the highest priority to health and safety of our customers, partners, and employees and their family members
- Prevent the spread of infection within and outside the Group and minimize impacts on the business
- Fulfill accountability to stakeholders and disclose information on a timely and appropriate basis

In Order "Not to Stop Logistics"

In order "not to stop logistics" while giving the highest priority to health and safety of the Group employees, we take necessary measures to maintain stable business operation, including contactless/non-face-to-face operations and securing of a structure to execute operations.

When coming to work	<ul style="list-style-type: none"> • All employees are required to measure their body temperature and check their health condition before coming to work and refrain from coming to work if they are in poor health condition. • All employees are required to notify before coming to work if any of their family members living together is in poor health condition. • Avoid commuting during rush hours of public transportation by using various alternatives including staggered commuting, shift work, flextime, and working from home 	
In workplace	<Logistics centers/Offices> <ul style="list-style-type: none"> • Ensure to wear a mask • Ensure to wash and disinfect hands frequently when coming to work and during breaks • Provide frequent ventilation • Prohibit non-essential and non-urgent business trips/outings • Hold meetings and trainings, etc. online. Limit the number of attendees, ensure social distancing and keep a record of attendees when holding face-to-face meetings, etc. • Arrange seats and work areas apart from each other to ensure social distancing, and install partitions or vinyl sheets to prevent droplet infections • Frequently disinfect common facilities such as doorknobs, control panels of elevators, and tables and chairs in meeting rooms • Put alcohol-based sanitizers in canteens and break rooms, etc. and disinfect these areas regularly • Introduce/install air purifiers and CO₂ monitors 	<Logistics centers> <ul style="list-style-type: none"> • Disinfect worktables and roll box pallets, etc. regularly • Secure a structure to execute operations by measures such as flexibly shifting human resources • Develop a scenario assuming that someone is tested positive for COVID-19 • Conduct simulation drills in the event that someone is tested positive for COVID-19
Response to infections or suspected infections	<ul style="list-style-type: none"> • Report to Prevention Headquarters symptoms of employees absent from work due to poor health condition and prepare for an event that someone is tested positive for COVID-19 (preparation for disinfection and securing of a structure to execute operations) • Instruct employees confirmed infected to stand by at home for a certain period and determine whether to allow them to return to work based on their health monitoring when they return to work 	

Response to Customers and Suppliers

We develop a scenario assuming that someone is tested positive for COVID-19 from the viewpoint of BCP and strive to provide stable logistics services by closely sharing information with customers.

- Implement infection prevention measures according to guidelines of customers or the Company. Share our prevention measures with customers
- Promptly notify our customers if someone is tested positive or identified as a close contact
- Develop and share a scenario assuming that someone is tested positive for COVID-19
- Secure an operating structure to accommodate a sharp increase in shipment of food products, daily commodities, and hygiene products
- Assist the review of supply chains including a support for shortage of warehouse storage space and a shift to an alternative transportation mode in global logistics

Examples of Our Response to COVID-19

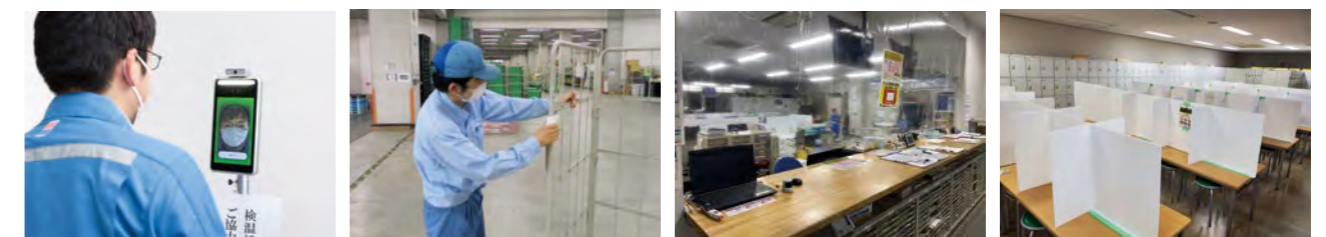
Transport of medical supplies

In March 2020, when Hokkaido issued its own state of emergency, the first in Japan, Guangzhou City, China, sent masks and thermometers as relief supplies to its friendship city Noboribetsu City, Hokkaido. The Group undertook the import/export operation and SAGAWA EXPRESS CO., LTD. took charge of the domestic transport, achieving quick transport through collaborative relationship. Also, to support frontline medical workers, the Hitachi Group started a production of face shields in May 2020 and has donated them to designated medical institutions for infectious diseases. The HTS Group undertook their shipment/delivery and packaging design.



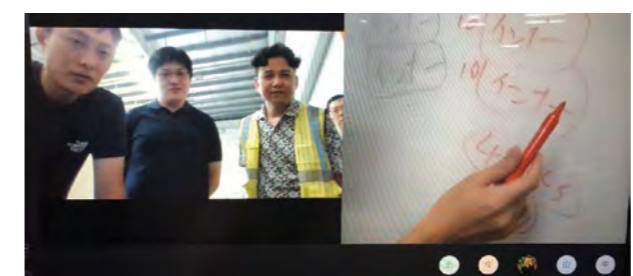
Infection prevention measures at offices

We have in place various infection prevention measures, including body temperature screening when entering/exiting office by installing contactless temperature sensors, regular disinfection of roll box pallets, etc., installation of vinyl sheets on the reception counter, installation of partitions in offices and canteens, with an aim to create environment where employees can work with a sense of security and to maintain stable business operation. We also share excellent cases of prevention measures in our offices through VC21 activities (➔ P.33-34) and implement them across the Group.



Remote launch of new projects via online meetings

We launch new projects remotely by connecting logistics centers and the head office via online meeting system which enables us to verify operations and hold pre-launch trainings while looking at the sites via PC camera.



Online global meetings

Amid international travel restrictions, the Group held its first large-scale global online meeting, with approximately 300 attendees from 17 countries.



Provide infection prevention education using videos

Certain overseas group companies have prepared videos for their employees to ensure thorough implementation of infection prevention measures.



Online seminars

We hold online seminars for EC business operators, etc. to provide information on a non-face-to-face basis.

