



NTT Ltd. Client Assurance Statement concerning COVID-19 (Coronavirus)

As concern for the potential spread of Coronavirus (COVID-19) increases, NTT Ltd. is closely monitoring developments across all our locations with the health and well-being of our employees and clients as our top priority.

As our valued client, we understand that limiting any impact this worldwide health event could have on supporting your business is imperative. As a critical part of this effort, we have put global and localized business continuity plans in place focused on both maintaining a safe work environment for our employees, as well as sustaining our business operations.

Specifically, we have taken the following actions, which we will continue to update as the situation changes.

- Confirmed detailed protocols as a part of our Business Continuity Plan that allow for full support of our clients' needs in a remote environment, if such action becomes necessary in the future
- Aligning to our global strategy to ensure coordination of service delivery and support to our clients across international geographies
- Adopting a remote working model for employees where possible
- Providing our employees with regular information and best practices to prevent the spread of any illness
- Limiting all non-essential business travel and adhering to international travel restrictions

Thank you for your cooperation. We remain dedicated to supporting you and your business in every way possible during this challenging time.