



## MESSAGE FROM OUR PRESIDENT & CEO

April 1, 2020

Dear esteemed customers, colleagues, friends,

COVID-19 poses an unprecedented challenge to all of us. The uncertainty that we all share for our future, immediate and long-term, gives us little comfort.

At Rigaku, our management team is closely monitoring the situation, taking every necessary measure to ensure the safety of our employees and associates so that we can serve as a responsible global company in an effort to prevent the spread of COVID-19.

Rigaku responded quickly to the threat and halted international travel on February 17th. As of Friday, March 27th, Rigaku has enacted a corporate-wide program to reduce person-to-person contact by introducing telecommuting where possible. Our management team is closely coordinating with our overseas partners and subsidiaries to maintain a heightened level of alert on the changing situation, while monitoring the advisories being issued by various governments and authorities. We will continue to evaluate the situation and adapt accordingly.

Rigaku believes that we are stronger as a community when we are globally engaged, as international cooperation is vital to combat the COVID-19 pandemic.

While we have postponed in-person programs, Rigaku remains committed to serving our customers in any way that we can, as we are determined to bringing the same high-level of customer service that we have always provided as much as we can, no matter the circumstance.

We thank you for your ongoing support, and your understanding. These are uncertain times, but we are here for you and we will get through this together.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Hikaru Shimura', written in a cursive style.

Hikaru Shimura

President and CEO  
Rigaku Corporation