

# New Coronavirus (COVID-19) Response

## Important Notices

In response to the recent spread of the new coronavirus (COVID-19), we will enact the following changes to our normal course of operations. This course of action is subject to change as new information becomes available.

### 1. About related work

We offer various services including certification and application for certification acquisition, as well as cooperation with overseas organizations. With regard to work performed outside Japan, delays will be expected due to current concerns over COVID-19, your patience is greatly appreciated during this time.

We will continue to accept applications as usual, however, please understand that it may not be possible to provide a firm delivery date. We realize this will be inconvenient but thank you for your understanding.

### 2. Staff travel

In response to regulation guidelines aimed at limiting the exposure of persons to, and slowing the spread of, COVID-19 we are postponing all business travel at this time. If you feel this action will impact a matter which we are handling for you please feel free to contact us so we may find an alternative.

The following precautions will also be in effect at our facilities in order to preserve the health of our employees and abide by local government regulations:

- Employees may wear a mask when meeting customers and during face to face meetings.
- Disinfectant stations will be available in the lobby areas.
- Employees, as well as our guests, are strongly encouraged to wash their hands

## NEWS TOPICS

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regularly.

- Employees with symptoms in line with COVID-19 will refrain from physically coming in to work.
- As a precautionary measure, we ask our customers to refrain from visiting us if they are not feeling well or show symptoms in line with COVID-19.
- In consideration of ensuring the health and safety of our staff and their families, we will work staggered hours and Telework will be encouraged wherever possible.

Our regular business hours will remain the same, currently: 10:00 to 18:00.

### **Related Links**

[Response to New Coronavirus Infections\(Cabinet Secretariat\)](#)

We appreciate your understanding and cooperation.

DSP Research Inc.  
March 16, 2020