

New Coronavirus (COVID-19)

Response to Emergency Declaration

Please be advised, in order to comply with the declaration of emergency due to the spread of the new coronavirus (COVID-19), we will be taking the following actions:

The following is subject to change, as necessary to maintain compliance with updated regulations, thank you for your understanding.

Examination and Test Services

1. Related work

- Phone response may be limited due to the transition to telework.
- Testing and certification work may be delayed by several weeks.
- In the interest of preventing the spread of infection, we will refrain from conducting attendance tests and visiting customers as much as possible.

2. Staff Travel

- For the time being, all overseas travel will continue to be postponed in addition to domestic business trips that are non-essential.
- In the event these travel limitations will affect an expiration date of authentication, please contact us as soon as possible.

Ongoing Practices

1. To prevent infection, staff will wear a mask when meeting with customers. Disinfectants are available in the reception lobby, and all staff and guests are required to comply with recommended guidelines for hand washing.
2. As a preventive measure staff experiencing poor physical condition, or symptoms such as fever, will refrain from attending work.
3. Our hours of operation will remain unchanged from 10:00 to 18:00 unless otherwise required.

Thank you for your understanding as we work together.

DSP Research, Inc. April 10, 2020