

Response to the Novel Coronavirus (COVID-19)

Establishment of Emergency Management Headquarters

In response to the global spread of the novel coronavirus (COVID-19), Mitsui & Co. established the Emergency Management Headquarters in January 2020 to ensure the safety of Mitsui employees working around the world and their family members, and to maintain business continuity. We have taken timely and appropriate actions in accordance with directives from national and local governments. We have also implemented measures based on our business continuity plan (BCP) from the perspective of responding to the needs of our business partners and customers, and from the viewpoint of global management.

Actions Concerning Officers and Employees

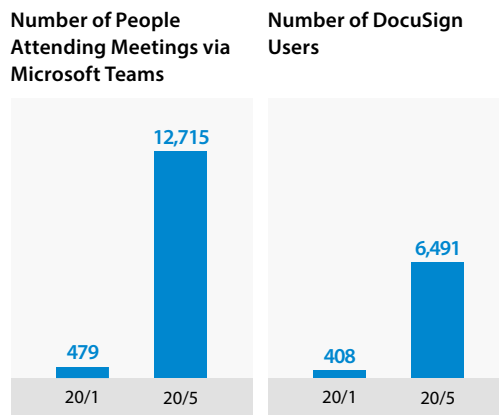
We have sought to protect our employees from infection by implementing a work from home at offices in regions where COVID-19 is spreading. Employees stationed in countries where medical facilities were deemed to be inadequate have been temporarily evacuated to Japan, together with their families.

Implementation of Teleworking

We began to introduce the MBK telework scheme on a company-wide basis in April 2019 as one of our work style innovation measures. We have also implemented DX measures, eliminated all paper documents from meetings, and employed IT tools, such as the introduction of electronic document signing. Our experience of teleworking and the development of IT infrastructure have helped us to maintain business continuity during the COVID-19 pandemic.



Meeting using Microsoft Teams



Internal Communications

In May, with employees facing a long-term shift to working from home, the President & CEO issued a video message in which he called for concerted efforts by management and employees to overcome the various challenges. In the past we have achieved growth by transforming ourselves in a changing world. Going forward, we will turn environmental changes into opportunities via company-wide efforts to overcome this crisis through innovation, both during the COVID-19 pandemic and in the post-COVID-19 world.

We have held a Teams Live event for all employees on the theme of the Mitsui approach to working under the “new normal.” In addition to a message from the President & CEO, the event became a forum for the open exchange of views between management and frontline business workers about new discoveries and lessons learned from the sudden shift to working from home during this emergency period, and about future approaches to work.

Countermeasures in Offices

In our Head Office and Japanese offices, we have optimally combined physical attendance and work from home to achieve a balance between infection prevention and business activities. Attendance at offices is managed in each unit according to operational needs and priorities. In order to ensure safety and reassurance for our employees, each office has taken respective countermeasures such as installing hand sanitizer dispensers and thermography systems at building entrances, regular sanitization of the offices, and limiting the seats that can be used to avoid the “3Cs” (crowding, closed spaces, close proximity).



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Social Contribution Activities

With the spread of COVID-19, our offices and branches have provided various forms of support to customers and other external stakeholders.

Support for Frontline Medical Workers

Mitsui has donated medical supplies for use by frontline medical professionals in their battle against the COVID-19 pandemic. Additionally, with support and cooperation from our business partners and affiliated companies, we have supplied box lunches, beverages, snacks, and other items.

Employee Initiatives

Eager to contribute as individuals, 170 employee volunteers supplied face shields manufactured by our affiliated company, Fictiv Inc., to the Tokyo Metropolitan Government Bureau of Social Welfare and Public Health. We are continuously carrying out various other initiatives utilizing our company network and ideas from employees.