

March 12, 2021

To all,

Coca-Cola Bottlers Japan Inc.

Apology: Regarding our system failure

We would like to express our sincere gratitude for your continued support.

Coca-Cola Bottlers Japan is currently experiencing an IT system outage that is impacting various operational areas of our business. We recognize this may cause inconvenience to customers, and we apologize for this.

The system outage is related to a combination of events surrounding the external host environment for elements of our IT system, and is not related to a cybersecurity threat or risk to personal information.

Our first priority remains the trust based relationships with our many stakeholders and to be a strong partner to our customers and meet their needs.

We are working closely with technology partners to identify mitigation and recovery measures. In addition, we have put in place business continuity operations for impacted areas such as back office support, inventory management and customer service to minimize potential disruption.

We are working toward early system recovery, but expect continued impact to some underlying business processes through the end of March.

We appreciate the understanding of our customers, suppliers and consumers as we work through this issue.