

March 25, 2021

To all,

Coca-Cola Bottlers Japan Inc.

Regarding our System Restart

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

On March 12, Coca-Cola Bottlers Japan Inc. issued a statement on our website regarding an IT system outage related to a combination of events surrounding the external host environment for elements of our IT system. To date, while we have minimized impacts to customer service and product supply to customer outlets, we recognize that at times some inconvenience may have occurred, and we apologize for this. We can advise that this issue is not related to a cybersecurity threat or has there been a risk to personal information.

We have collaborated with our technology partners and have implemented mitigation and recovery strategies which have enabled us to activate a system restart on March 22nd. With this restart, we are returning our operations to normal. During the first quarter, we will strive to avoid inconveniences to our stakeholders due to system issues related to billing, order placement and payment, inventory management, and customer service. On the other hand, we will need to continue our efforts to recover some data internally. For the second quarter, we expect that there will be no disruption that would require responses from our stakeholders or in our internal processes. We would like to thank all of our stakeholders for their understanding.

At the moment, we are conducting comprehensive root cause analysis working with service providers. Coca-Cola Bottlers Japan is fully committed to resolving all elements of this outage in a quick and comprehensive manner. And we will take these learnings and implement necessary changes to company processes and procedures to ensure this situation does not happen again.

End of file