



March 18, 2020

Dear Valued Customer,

The Covid-19 situation continues to be a relevant issue globally and also in our personal lives. Here at Suncall America we have taken this into consideration and implemented plans to limit risks.

Some of the steps we have taken are:

- We are regularly reviewing CDC updates and reviewing them internally.
- We encourage employees to work from home as much as possible and only work from the office or warehouse when necessary.
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- Hired professional cleaning crews and placed disinfectant dispensers in strategic locations.
- Reviewed/Trained employees to practice effective hygiene and social distancing.
- Flexible work shifts for parents of children whose schools are closed are being offered.
- Cancelled Domestic & International air travel, it will only be permitted under exceptional circumstances

Due to closing our manufacturing plant for 3 weeks during Chinese New Year and followed by Covid-19 mandatory closure in China we are currently experiencing slightly increased lead times.

As of March 18, 2020 our Manufacturing plants is operating with 80% staff. The other 20% of employees are awaiting work travel passes from the Chinese Government, to allow them to return to work.

With the increase in lead times Suncall America encourages customers to place orders earlier than usual. With the uncertainty of how events will unfold we would ask that customer consider lead times to be approximately 4-5 weeks.

All of us at Suncall America are eager to get back to normal operations but will be doing all that we can to ensure both customers and Suncall employees health and safety comes first.

Sincerely,

Kazu Toyama
Suncall America Inc.