

Customer Supply Notification

March 13th, 2020

Subject: **Notification of Coronavirus Supply Chain Impacts**

Dear Valued Customer,

As the COVID-19 (coronavirus) outbreak continues to spread in the U.S., Hitachi Cable America Inc. (HCA) is taking proactive steps to ensure the health and wellbeing of our employees, customers, and others doing business with HCA. We are committed to providing the safest possible working conditions, while ensuring that our customer's products remain safe, reliable, and on-schedule.

We have performed a corporate-wide risk analysis associated with our supply chain and internal operating procedures. We have concluded there is a low risk at this time, provided we implement certain changes and procedures.

Effective immediately:

Employee Restrictions:

- We have restricted meeting venues, travel, tradeshow, and group gatherings. No employees will be flying unnecessarily during the crisis. We have also restricted travel to and from hot zone countries such as China, Japan, South Korea, Italy, and others. We will be relying on regional governmental decisions along with CDC guidance for changes to this policy.
- Our U.S. sales team has canceled all customer visits except for rare and urgent management-approved exceptions. All customer and vendor communications will be handled via online video/voice conferencing until further notice.
- Human Relations has advised all employees of our newly implemented policy changes. Prior to returning to work, personnel traveling to certain destinations for holidays will be screened and will self-quarantine as advised to mitigate risk. We have further requested that all employees avoid any

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unnecessary travel and postpone any events requiring such travel, if at all possible, until the COVID-19 risk has diminished.

- For all employees who can telecommute, we are ramping up preparations for working at home and increasing the use of videoconferencing. Our IT department is aggressively providing increased capabilities to support this endeavor.
- We are asking employees in high risk categories (based on age and existing medical conditions), to take added precautions and minimize any unnecessary activities that could compromise their health or their family's well-being.
- We are encouraging employees with children to share what they have learned and practice extra vigilance at home as the pandemic unfolds. We want everyone to be safe and remain calm to reduce the stress that situations like these most certainly cause.

Raw Material and Supply Chain details:

- We are in constant communication with our raw material vendors. All vendors have committed to watching the situation closely and notifying us of any change in risk. We will in turn advise customers of any impact as soon as it becomes known.

Manufacturing details:

- All Hitachi Cable America Inc. manufactures locations have taken steps to ensure safety, we have implemented restrictions on manufacturing plant attendance and access for external visitors to our production facilities.
- All customer audits and facility tours will be postponed unless deemed by management as being unavoidable to prevent supply disruptions.

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- We do not anticipate any supply chain disruptions to our U.S. manufacturing operations due to COVID-19. As the situation is ongoing, we will revisit the status and provide further guidance should complications arise.
- Customers doing business with us overseas should be aware that there is potential for supply chain delays given the scope of the outbreak in China and the ongoing dynamics of governmental decisions that may impact workforce availability and governmental export allowances. Currently our factories, which had temporarily closed, are now reopened and we are working to regain full capacity. The situation is being closely monitored by our staff and any customers impacted will be notified accordingly of the ongoing status.

Thank you for your confidence in Hitachi and support during this difficult period. Please do not hesitate to contact Hitachi Cable America representatives with any further questions or concerns. Please visit our website link below for facility contact information.

<https://www.hca.hitachi-cable.com/inquiry/contact.php>

For external updates and important preventive actions on COVID-19, please visit:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages/China.html>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>