

## Customer Supply Notification

April 7<sup>th</sup>, 2020

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

Dear Valued Customer,

With the COVID-19 (coronavirus) humanitarian crisis still impacting businesses and communities, we wanted to update our customers regarding our day-to-day operations and the impact on Hitachi Cable America Inc. manufacturing.

As we previously reported on March 13<sup>th</sup> with the release of the *Notification of Coronavirus Supply Chain Impacts* letter posted on our website homepage, we have taken significant measures to protect the wellbeing of our employees, customers, and others doing business with HCA. These actions are all still in place and will continue to be enforced until governmental and corporate approval is given for lifting the restrictions.

In the last month, we have worked tirelessly with staff and local and state governments to ensure that we are providing the safest possible working conditions, while shipping the high-performance products that we have built our reputation on.

We have also allied with other Hitachi Global business units that are striving to support the crisis worldwide. Our High Performance Medical Solutions Division (HPMSD) supply chain priority is to support those customers that deliver “critical to life” finished goods to the first responders, the hospitals, doctors and nurses serving on the front line. By prioritizing key production items, we will deliver those devices deemed *essential* to supporting our medical and military heroes. Peripherally inserted central catheters (PICCs), midline catheters and high pressure braided tubes in particular are needed for treating severely ill patients.

Hitachi is also accelerating the production of our ultrasound cable and cable assemblies specifically intended for respiratory ultrasound machines, allowing doctors to check if pneumonia has settled into the lungs of patients. These same

## Customer Supply Notification

cables are being used for mothers giving birth in a time of crisis and for others who unfortunately need hospital attention.

Thanks to recent FDA provisional approvals, new advanced therapies have been fast-tracked to improve the breathing and recovery of dangerously ill patients. What might have taken many years previously is now being achieved in a matter of weeks in order to save the maximum number of lives as soon as possible.

Ventilators are just one way to aid a patient's respiration. Other innovative technologies have rapidly been brought forth by key OEMs. HPMS is expediting these unique devices that deliver life-saving airway opening medications.

Fortunately, we are in a period where demand for elective procedures is down and OEMs have specifically requested a reduction in those deliverables, while subsequently requesting an increased volume of critical devices. Thus far HCA has been able to keep pace with production demands. Forecasts do indicate that a back log will be likely, given the significant volume of incoming orders as well. Therefore, we are reminding all customers to share forecast updates with our sales team, *early and often*, so that we can best meet everyone's needs.

HCA will continue to monitor the ongoing situation and update all customers regarding our operations and production capacity until the crisis subsides. We are grateful to all of our staff and partners who have stepped forward in a time of need.

### Manufacturing Update Summary:

- All Hitachi Cable America Inc. manufacturing locations have enacted enhanced cleaning protocols to ensure maximum safety. We have restricted manufacturing plant on-site attendance to essential personnel only. Access for external visitors to our production facilities have been limited to those essential to continuing day to day operations.

## Customer Supply Notification

- All customer audits and facility tours will remain postponed unless the pandemic has ceased. Video conference calls have largely replaced some of this activity.
- We are specifically focusing on *critical-to-life* deliverables and medical *essentials* identified on a case by case based and prioritized for maximum production output.
- We still do not anticipate any supply chain disruptions based on our U.S. manufacturing operations. We will continue to monitor this status and provide timely updates should complications arise.

Thank you for your continued confidence in Hitachi. We appreciate your understanding 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>