

SHIBAURA MACHINE COMPANY, AMERICA

755 Greenleaf Avenue
Elk Grove Village, IL 60007

March 18, 2020

Subject: Company Response to the COVID-19 Pandemic

To our Valued Business Partners:

As we negotiate these very challenging times, we want to update you regarding our response and proactive countermeasures to the COVID-19 pandemic threat.

The management of Shibaura Machine recognizes our responsibility to our employees, customers, and business partners, as well as to the communities in which we live and serve. The following is a list of some of our recent actions.

- We are actively monitoring and adopting CDC guidelines (as well as those issued by federal, state, and local authorities), and communicating them to our employees. We provide frequent reminders and informational updates, as well as a wide array of hand-sanitizers, disinfectant wipes, and related products consistent with CDC recommendations. We have also asked our cleaning service providers to upgrade their disinfecting services.
- Last week we reviewed our domestic air travel policies and decided to restrict, but not prohibit, such travel, so as to preserve customer service flexibility. We will be increasing our use of remote communication tools and will encourage service personnel to drive to job sites where practical. However, we will also continue to use domestic air travel for urgent situations, with the approval of general management.
- Management is closely monitoring the travel activity of our personnel as well as related-party personnel acting on our behalf. We have implemented a 14-day self-quarantine requirement in the event of known exposure to COVID-19 or potential exposure through high-risk contact.
- Today we began implementing a program of remote work and staggered work hours to increase social distancing, minimize physical contact, and reduce exposure risk. Our company maintains excellent IT support capabilities; personnel, software, and hardware, which will allow us to make this transition as seamless as possible. While there will certainly be some issues, maintaining excellent customer service is a top priority for us.

We thank you for your cooperation and patience during these difficult times, and will continue to keep you updated on further developments within our company.

Sincerely,



S. Shizui
President
Shibaura Machine Company, America

Shibaura Machine