

LEMO USA, Inc.
635 Park Court
Rohnert Park, CA 94928
P.O. Box 2408
Rohnert Park, CA 94927-2408

Main (707) 578-8811
Toll Free (800) 444-5366
Fax (707) 578-0869
www.lemo.com

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Dear Valued Customers,

We want to thank you for your patience during this very challenging situation and to provide you with an update on our response to the COVID-19 health emergency. As the novel coronavirus (COVID-19) begins to have an increased impact on our communities, we feel it's important to connect directly with you to share more about the steps we are taking across our organization to help keep you, our employees, our communities, and our supply chain safe and healthy.

Our leadership team is closely monitoring the status of the outbreak and its potential adverse impact on employee safety and supply chain continuity. To that end, as the number of cases continues to escalate globally, and consistent with our approach to preparedness and planning, we've taken the following preventative measures:

- We have established a cross-functional incident response team to monitor and respond to ongoing developments with respect to COVID-19. This team includes representatives of the executive management team, including myself.
- We have implemented and updated travel policies based on the guidance from the Centers for Disease Control, including restricting all travel to high risk countries and restricting non-essential local travel.
- To the extent possible, we are preparing our contingency mechanisms to ensure redundancy of operation and adequacy of supply in the event of office closures or infections at any of our facilities. At present, we have had no reports of COVID-19 cases at any of our facilities.
- We have notified our local and field employees of the proper sanitation protocols, travel restrictions, and processes to follow in the event they are ill or come in contact with someone who is ill.
- We have established strict guidelines for visitors to our offices. We are strongly encouraging video and teleconferencing wherever possible.
- We have implemented a work from home policy for office staff and a rotating labor force for continued operation. These safety conscious actions may impact some leadtimes during this difficult and unprecedented time. I appreciate your patience as we work to keep everyone safe and minimize this disruption to daily operations.
- We have increased the frequency of disinfectant schedules at our facilities.
- We are working closely with our suppliers to ensure business continuity and flow down of these same expectations.

The health and safety of our employees, and the continuity of supply to our customers, remain our top priorities. We will continue to analyze the business impact of COVID-19 and are committed to providing timely updates should the situation change.

Thank you for your continued loyalty,

Farhad Kashani
President, LEMO Americas

