



Hochiki America Corporation  
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March 23, 2020

Dear Valued Customers,

In response to the California Governor Gavin Newsom's Executive Order, Hochiki America is working diligently to keep business operations functional.

On the evening of Thursday, March 19<sup>th</sup>, 2020 Governor Newsom has ordered all residents of the State of California to follow the California Public Health Officer's (below) ordinance:

The California State Public Health Officer and Director of the California Department of Public Health is **ordering all individuals living in the State of California to stay home or at their place of residence**, except as needed to maintain continuity of operation of the federal critical infrastructure sectors, critical government services, schools, childcare, and construction, including housing construction. *This goes into effect on Thursday, March 19, 2020. The order is in place until further notice. This is in effect throughout the State of California.*

We here at Hochiki are continuing to monitor the situation and are prepared to respond promptly as the situation changes; as a result of these new directives, many of Hochiki's personnel are working remotely. Please be assured our staff is doing everything possible to meet the necessary requirements of our customers.

We are continuing to accept and process orders as usual. Due to limited operational staff, shipping days are limited, which may cause a delay. However, we will continue confirm and monitor every order, give updates and provide shipment confirmations with tracking information as we are updated. All contact details and hours of business remain the same.

We are urging all customers and business partners to reach out directly to our Regional Sales Managers or Executive Management team for any urgent matters regarding orders or other essential business issues.

As our customer *you* are the most important part of our business and we are working to ensure your complete satisfaction during these circumstances and we thank you for your understanding.

Thank you again for entrusting Hochiki America Corporation with your most important fire life safety needs. We are proud and honored to serve you!

Sincerely,

A handwritten signature in black ink, appearing to read 'H. HARAKE', with a horizontal line underneath.

Hisham Harake  
President / CEO  
Hochiki America Corporation