



KYOCERA SGS Precision Tools, Inc.

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KYOCERA SGS Precision Tools, Inc.: Coronavirus – Ohio and California Facilities Update

To KSPT Business Partners and Customers:

Please be advised that the operational status of KYOCERA SGS Precision Tool (KSPT) facilities located in Orange, California and Munroe Falls and Cuyahoga Falls, Ohio have changed to **Critical Order Fulfillment** as a result of the most recent declarations made by Governors in both States. This operational status will be in effect through April 6th. The following measures have been put into place to continue to service our customers that are deemed critical:

- **Critical Status** is subject to review by KSPT Management.
- Customer Service is active in Orange, California and Munroe Falls, Ohio. Please note that both Departments are being staffed remotely 8:00AM to 5:00PM locally during this time, including Special Quotations.
- **Critical Order** fulfillment will be performed primarily from the main KSPT Distribution Centers in Munroe Falls, Ohio and Orange, California, supported by satellite warehouses located in Fort Worth, Texas and Birmingham, Alabama.
- Non-critical orders and all other services, even those in process, will be delayed until such time as the facilities return to full operation.

Please contact your primary KSPT Commercial Representative with questions, expedites, or assistance. These Representatives have been asked to eliminate travel and support KSPT business partners and customers remotely during this period. They are willing to assist in any way possible and are further supported remotely by KSPT Commercial Managers.

The health of KSPT employees and the service of our customers continues to be of primary importance in these difficult times. Further updates will be provided in accordance with developments. We greatly appreciate your continued support.