



NY Headquarters:	379 Thornall Street, 5th Floor, Edison, NJ 08837	Phone: (212) 490-2630
California Office:	555 S.Promenade Ave., Unit 104, Corona, CA 92879	Phone: (951) 898-0934
Chicago Tech Center:	540 Capital Drive, Suite 130 Lake Zurich, IL 60047	Phone: (847) 550-0704
Detroit Tech Center:	24387 Halsted Road Unit B, Farmington Hills, MI 48335	Phone: (248) 536-0288
Houston Office:	9801 Westheimer Rd, Suite 302, Houston, TX 77042	Phone: (713) 588-1303
Atlanta Office:	1395 S.Marietta Parkway Bldg. 200 Suite 201 Marietta, GA 30067	Phone: (770) 575-0383

3/20/2020

Dear Valued Customers,

In view of the current global concerns regarding the Novel Coronavirus (COVID-19) outbreak, we, Japan Steel Works America Inc., are taking every appropriate step throughout our United States network to prioritize the health and safety of our staff while continuing to provide excellent service to our customers.

Our offices have taken preventive measures to protect employees and maintain business continuity at our best maximizing our virtual network to commence the quality services that you have come to expect from Japan Steel Works America, including;

1. Increased cleanliness and sanitization to disinfect workplace
2. Social distancing by cancelling or postponing unnecessary social activities including but not limited to international/domestic business trips, and face to face meetings
3. Organized staff segregation plans and work-from-home arrangements to mitigate staff conglomeration, and to protect from potential exposure

During this time where our office and work-from-home arrangements have been implemented, our staff's effort and alternative IT tools have proved to be successful in providing us the capability to continue servicing our customers, such as quotations, order acceptance, shipments, contingency delivery planning on ordered machine/parts, off-site machine diagnosis and trouble shooting assistance, and other related services.

We encourage all of our customers to contact us to utilize effective off-site measures and tools to expedite any queries.

You should have full confidence that we are operating business as usual.

Japan Steel Works America will continue to closely monitor the situation and maintain close communications with our customers.

Thank very much for your continued support.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Akitoshi Tamura".

Akitoshi Tamura,

President, Japan Steel Works America, Inc.