



A Message from the President to All Customers

3/19/20

Dear valued customers:

During these uncertain times, I want to assure you that our companies are committed to maintaining a safe and healthy environment for our customers and our employees.

In order to be proactive in dealing with COVID-19, we have instituted the following precautionary measures:

- Employees have been informed to follow the Center for Disease Control (CDC) and the Occupational Safety and Health Act of 1970 (OSHA) guidelines.
- We are committed to keeping current with CDC guidelines and enhancing our operational protocols.
- We are increasing the frequency as well as the thoroughness of keeping public areas clean and sanitary.
- As long as supplies are available, we will provide hand sanitizers and gloves for customer and employee use.
- Signage will be placed in visible areas to maintain proper hygiene.
- We respectfully ask that if anyone is ill, not to come to our business at this time. Instead, contact us. We are here to assist you in any way that is possible for us.
- Please respect our need to practice social distancing at our facilities.
- As the situation is rapidly changing, we ask for your patience as well as your understanding.

We greatly appreciate your business, trust, and cooperation during these difficult times. As much as possible, we will continue to provide our best service to you.

Sincerely,

A handwritten signature in black ink, appearing to read "Nan I. Kitagawa", is written over the printed name.

Nan I. Kitagawa

President