



March 24, 2020

RE: Coronavirus COVID-19

HIWIN Corporation USA is currently executing all business functions without interruption.

As a valued customer of HIWIN USA, we appreciate your loyalty and the trust you place in us as a linear motion supplier. Recognizing the ongoing and increased uncertainty that Coronavirus (COVID-19) is causing on businesses and supply lines, **we are taking every internal measure to stay open as long as possible.**

Effective March 21, 2020, the HIWIN Corporation home state of Illinois enacted a “stay-at-home” order, which is intended to halt the spread of the COVID-19 virus. This order affects most businesses, except for businesses that are deemed “essential”. HIWIN products fall into the essential category, therefore this executive order does not impact the operation of HIWIN Corporation USA. ([See Section 12.n](#)).

In addition, HIWIN products have low risk with supply line interruptions, since the core products are manufactured in Taiwan. Taiwan is currently categorized at the CDC’s low risk level and has one of the [lowest per capita infection rates in the world](#).

We have been closely monitoring the global impacts of COVID-19. Through careful planning and assessment of risks, we have enacted policies to safeguard the health and safety of our workers, and to ensure the continuation of reliable delivery of products.

Yours sincerely,

Joe Jou

President, HIWIN Corporation