



April 3, 2020

To Our Valued Customers,

We hope that you and your families are safe and well. The impact of the COVID-19 epidemic will undoubtedly present challenges for the commercial and residential construction sectors and YKK AP is no exception. I want you to know that we are committed to doing our best to serve you during this unprecedented event.

At this time, all YKK AP regional branches, distribution facilities, as well as our main commercial and residential manufacturing plants in Georgia remain fully operational as we fulfill our role in the supply chain for essential critical infrastructure. Given the rapidly shifting response to the crisis by State and local governments, we understand that this can change at any moment and are prepared to respond.

The safety of our nearly 1,000 employees has been our first priority—because taking care of them means taking care of you. We've implemented a variety of measures to maintain a safe workplace and provide security for the well-being of our team.

At the same time, we've focused on protecting our supply chain and implementing business continuity procedures to ensure communication with you should any restrictions be placed on our operations that can affect our service. We want to maintain operations as stable as possible during this crisis to ensure the long-term success of our company, our employees, and the customers we serve.

YKK AP America isn't going anywhere; we are ready to help and are truly grateful for your support and partnership during this time. Thank you for your business and most importantly, stay safe!

Sincerely,

OLIVER STEPE
President, YKK AP America Inc.