



May 24, 2021

RE: Coronavirus COVID-19

Dear Valued HIWIN Customer,

Consistent with our August and December updates we are pleased to say that our facility in Huntley, Illinois has not been affected by the Covid-19 virus. All employees are on-site each day. About half of our employees have already been protected by the vaccine. Those who do not have proof of vaccine and waiting period will continue to practice mask wearing and social distancing. We continue to monitor the temperature of every employee arrival every day, limit guests and conduct frequent disinfecting, in both office and operations workspaces. We are compliant with Illinois and CDC guidelines on travel.

As you may know, our primary factory is in Taichung Taiwan. Recent press about Covid-19 in Taiwan may be alarming, but we want you to know our factory in Taiwan has not had interruption in production or supply. We are experiencing longer than average lead times, primarily due to global transportation bottlenecks including availability of containers in the worldwide market. Our negotiation positions are strong with our transportation vendors, and we have stock available in Huntley warehouse for many customers.

Our field sales engineers, located throughout North America are visiting customers as requested, and in compliance with local guidelines. If you are ready for a no-obligation training presentation for your team, please reach out to your Sales Engineer or one of the regional managers below.

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Yours sincerely,  
Joe Jou

President, HIWIN Corporation