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Dear Valued Customer,

Hyosung America Update, May 28, 2020

Hyosung is fully committed to ensuring you remain informed of the steps currently planned and under way to guarantee seamless operations and minimal disruption as a result of the global health threat known as COVID-19 Coronavirus. Please know that we as a company are monitoring this situation 24/7. The health and wellness of our customers and employees are paramount, and we are receiving direct guidance from relevant authorities worldwide to ensure all necessary steps are being undertaken to protect the health and safety of all Hyosung employees and customers.

Dallas County, Texas and the State of Ohio have lifted the “Shelter in Place” orders and have issued guidance regarding the percentage of occupancy that may occur within our facilities in these states. Hyosung is following these mandates and continues to remain open with some teams working remotely and others working on-site. We anticipate returning to full on-site staffing by the end of June, barring any changes in the jurisdictional orders. Our Corporate Office remains restricted to scheduled appointments only with no unauthorized visitors allowed on campus. Our Operations Centers and Service Departments remain open and we are servicing our customers on a daily basis. Mail, shipping, logistics, delivery and pickup services are operating as normal.

Regarding Supply Chain and Shipping Schedules:

Hyosung employs a variety of best practice(s) of business continuity, health and safety measures to ensure seamless operations. At this time, we are fully operational and have experienced no instances of work product or service interruptions due to current COVID-19 Coronavirus-related logistics restrictions in some Asian countries. We have experienced no other COVID-19 Coronavirus related issues, but we continue to observe all WHO and US Government guidelines for employee travel and monitor the global situation closely. We will continue to provide additional information as received.