

Dear Valued Customer,

Hyosung America Update, July 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 has seen a rise in COVID-19 cases during the month of July and remains on restrictions until August 10th. The city has requested that we delay our reopening plan and continue with reduced occupancy in our corporate office. Hyosung is following these requirements 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 August, barring any additional changes in jurisdictional orders.

The State of Ohio has lifted the "Shelter in Place" orders and have issued guidance regarding the percentage of occupancy that may occur within our Ohio facilities. As with our Texas office, we will continue to follow State recommendations regarding occupancy levels.

All Hyosung Corporate Offices remain restricted to scheduled appointments only with no unauthorized visitors allowed on our Corporate campus or in any regional office. 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. 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 needed. If you have any questions regarding Hyosung's COVID-19 Operations, please contact the Corporate Office for assistance.