

April 12<sup>th</sup>, 2021

To our valued customer,

On behalf of Omron Automation Americas, we sincerely apologize for the delivery frustrations you are experiencing. We understand these delays disrupt your business flow and require increased effort on your behalf to further manage commitments and expectations to your customers. Please be assured, we hear you and are doing everything we can to minimize these disruptions.

It's no surprise the effects of COVID-19 this past year have stressed the global supply chain beyond its limits. Although we continue to actively manage our risk, we are not immune to the challenges externally caused from factory capacity issues and raw material availability. To help counteract these factors and in an ongoing effort to improve supply chain resilience, we have made key business decisions that will enable us to be more flexible and respond quickly to your needs.

The first change is our decision to default all shipments from our overseas factories to air freight. This will allow us to maintain healthy inventories at our warehouse and respond promptly to urgent customer requests.

The second change, as you are aware, was the decision to consolidate our three warehouses across the United States, Canada and Mexico. This consolidation will ultimately enable us to drastically increase our inventory, improving customer lead times while offering access to a broader portfolio. However, during this time of transition, we are experiencing further challenges; a task team has been formed and we are committed to taking further action to mitigate the impact to your business.

Effective immediately, we have increased staff and implemented a third shift within our warehouse. This will help reduce our backlog and speed receiving/facilitating urgent order shipments. We have also increased capacity in our customer support center to address your requests in a timelier manner.

We project a resumption of normal work flow throughout our warehouse by April 30<sup>th</sup>, 2021. In the meantime, we would like to remind you that you can receive automatic updates if your account has ASN (Advanced Shipping Notification) enabled. For further inquiries, we encourage you to contact [csc@omron.com](mailto:csc@omron.com). To help expedite your request, in the subject line, include A) the order/sales/invoice number, B) keyword on the request, C) and/or customer or account name.

We will continue to make extensive investments in our supply chain, logistics and warehousing capabilities to help improve your customer experience with Omron. We trust the added resources and processes will help limit further disruptions and we sincerely thank you for your patience during this transition.

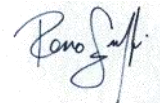
Sincerely,



Peter Brouwer  
*Vice President, US/CAN Sales*



Brian Leeson  
*Vice President, Operations*



Reno Suffi  
*Vice President, Business Development  
& Customer Service*

cc: Robb Black, President and CEO Omron Automation Americas