

# CITIZEN

CITIZEN SYSTEMS AMERICA CORP.

363 Van Ness Way Suite 404  
Torrance, CA 90501  
(310) 781-1460  
(310) 781-9152 Fx  
www.citizen-systems.com

March 18, 2020

Dear Partners,

Citizen Systems America Corporation is actively monitoring the rapidly changing situation in relation to the Coronavirus (COVID-19). As an organization, we are dedicated to the health and safety of our employees. Although COVID-19 is having an impact on our lives, businesses, and on supply chains, our office schedule and hours are operating under normal conditions.

As reports of the coronavirus cases continue to increase across the country, it is raising many concerns surrounding safety. The situation is rapidly developing, and new information is coming to the forefront daily

Citizen Systems America Corporation is following the guidance of World Health Organization (WHO) and U.S. Centers for Disease Control (CDC) and state and local authority on preventing the spread of the COVID-19 virus.

In accordance with CSA internal crisis management guideline, we have performed the following

- Created COVID-19 Task Force to monitor situation and provide prompt response.
- Cancellation of postponement of all non-essential travel, contractors, vendors, and customer visits.
- Provided employee education on importance of personal hygiene and social distancing.
- Provided guidance on quarantine and isolation and taken all measures to continue our activities while strongly limiting our team member's interactions with others
- Developed emergency alert criteria and reporting structure.
- Planned and tested emergency operation plan to ensure seamless operation including but not limited to Remote work and IT infra structure.

We will continue to communicate with you to keep you informed of any changes in our business.

Thank you for your understanding,



Norimitsu Kato  
President & CEO  
Citizen Systems America Corporation