



Dear Valued Customer,

As the spread and containment of the coronavirus (COVID-19) remains top of mind for us all, we continue to take the utmost precaution to protect the health and well-being of our customers and our employees. Our detailed Pandemic Response Plan complies with CDC recommendations and OSHA requirements, including critical protocols that require:

- Our technicians wear protective gloves, face coverings and disinfect wherever possible, keeping 6 feet away from others at all times
- Daily health checks by all employees, so anyone with symptoms does not report to work and still gets paid
- Visitors to any TMH facility are required to complete a health check before gaining access
- All TMH facilities comply with strict disinfecting protocols

Thank you for your commitment to our team member's safety when we visit your facilities too. Together we can slow the spread of COVID-19 and look forward to normal operations soon. We appreciate you, your business, and the trust you have placed in us.

Sincerely,

Mark Andres

President/CEO

Toyota Material Handling Northern California