

TOTO®

Life Anew

April 30, 2020 Update

Dear TOTO Customer,

As a follow-up to our customer letter dated April 9, 2020, we continue to monitor updates from the state and local governments on COVID-19. TOTO's Business Continuity Team is meeting on a daily basis to review the business operations in an effort to make decisions that are in the best interest for the company, employees and for our customers.

As previously communicated, our plan was to reopen the Morrow, Lakewood, FAP and OAP production and assembly operations on Monday, May 4th. The decision has been made to delay this plan until May 18, 2020 in order to ensure we have sufficient time to complete all tasks to open under the most efficient and safest conditions possible for our employees. For the locations that are operating with minimal onsite staff, TOTO has invoked the CDC protocols in all of our operations.

In an effort to support our customers:

- TOTO is accepting purchase orders and shipping products that are currently available at our distribution centers located in Fairburn, GA and Ontario, CA.
- Our Sales, Customer Service and Tech Services Teams are also available to serve you during this time as they are only a phone call or email away.
 - ❖ Contact your local sales management team related for all sales inquiries
 - ❖ Contact Customer Service and Tech Services at 888-295-8134 option 5 for Customer Service and option 4 for Tech Services

We will continue to monitor the impact of COVID19 on our global product supply availability and TOTO will provide updates as they become available in an attempt to minimize disruptions in fulfillment of existing orders and any future demand. Together we will manage our way through this crisis. TOTO appreciates your loyalty and we are honored that you continue to promote our products and services to the market.

If you have any question regarding this letter, please reach out to us through our Customer Service Team by contacting them at 888-295-8134 option 5 or via email at custserv@toto.com.

Best regards,

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