



Life Anew

July 14, 2020

To our Customers:

During this unprecedented time in our history, we are all challenged with how to move forward during the COVID-19 crisis. As we manage through this, we want to express that we hope that you, your family and co-workers are safe and healthy as the crisis evolves. TOTO has a business continuity team in place and we are diligently meeting 2 – 3 times a day as we manage through this crisis. In an effort to provide protection and mitigation to the best of our ability against the spread of the virus, TOTO has invoked the CDC protocols in all of our operations.

In recent days, certain state and local governments have ordered rollbacks to their planned re-openings as COVID cases have started to rise in order to contain the spread of the virus. We anticipate in the coming days and weeks that more states and cities may implement similar plans to roll back or pause planned re-openings and this may require we adjust our business accordingly.

We are also not immune to the effects of this pandemic in our own facilities which unfortunately has impacted our production operations. Yesterday, on July 13, 2020, we were forced to temporarily close our Morrow production operation until July 23, 2020 at 6 am, due to the occurrence of COVID-19 incidents. Out of an abundance of caution and as an immediate response to protect the health and safety of our workforce, persons potentially exposed as prescribed by the CDC and governmental officials must quarantine. In following such guidance, it caused a staffing level issue in certain of our Morrow production operations that make it difficult, as a result of such absences, for production to operate efficiently.

All other TOTO USA operations are continuing operating including one of our two porcelain production facilities and both our east and west distribution and logistics operations are open for business as we continue, uninterrupted to ship product to the market.

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

Best regards,

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