

March 27, 2020

In these trying times, Mitutoyo Canada remains open and committed to having continued resources in place to support and serve you. Mitutoyo Canada has taken proactive steps regarding the global coronavirus pandemic. Our key concern is the health and wellbeing of our team members and business partners. This message addresses our actions to support a healthy work environment and steps taken to ensure normal business operations.

Health and Safety Precautions:

We have taken the following actions to help prevent the spread of COVID-19.

- Restricted all non-essential business travel for our team members.
- As of March 11, 2020 any team member who has traveled outside Canada have been asked to self isolate for 14 days.
- Pre-screening all visitors to ensure that any guest at our facilities has not, in the past 14 days, traveled outside of Canada.
- Converted, as much as possible, all meetings to virtual meetings.
- Provided our offices with supplies and educational materials recommended by Public Health Authorities to prevent the spread of this virus.
- Created social distancing for those employees whose job requires their physical presence at our facilities.

Business Continuity Precautions:

We have taken action and developed contingency plans to allow for continued operations as follows.

- We have assessed our remote working potential to sustain critical operations. The following employees are now working remotely and stand ready to assist.
 - Inside Sales department who assist authorized Mitutoyo Canada distributors with order transactions have full access to our ERP system.
 - Technical Support representatives are able to provide product and software support via phone, email and online tools.
 - Field Service department is available to schedule installation, repair and calibration of Mitutoyo measuring instruments.
- Mitutoyo Canada warehouse in Mississauga, ON is staffed and operational.
 - We have a healthy volume of stock in our Mississauga, ON distribution center. In addition, in the first quarter of this year, in order to secure the supply of our most popular items, we ordered quantities above normal. Therefore, we do not anticipate major disruptions at this time.
 - The country of origin for a vast majority of our product is Japan. We are not expecting to realize major impacts to the flow of goods at this time. Our operations in Japan have continued to operate on normal schedules.

- Mitutoyo Canada calibration and repair facilities are staffed and operational.
- Mitutoyo Canada M3 Solutions Centers around in Mississauga & Montreal are open to customers and distributors for product demonstrations, application support and software support on an appointment basis. Please contact your local M3Solution Center via email or phone. info@mitutoyo.ca or 905 821 1261

Information about the coronavirus is constantly changing, as we learn more and adapt, we will keep you informed of our actions.