

お客様各位

2020年3月18日

株式会社ゴーフォトン

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弊社フィリピン工場の操業について

拝啓

貴社におかれましては、ますますご清栄のことと心よりお慶び申し上げます。平素は格別のご高配を賜り、厚くお礼申し上げます。

敬具

記

昨日来ご連絡の通り、フィリピン政府によるルソン島内移動制限措置発令への対応について社内検討を継続しております。関係省庁との調整の結果、工場操業を完全に停止するのではなく、縮小継続、ということになりました。そのため、頂いているご注文について納入時期の調整が必要となると思われますが、現在、詳細確認を行っております。

更に、フィリピン政府より、ルソン島内全空港の閉鎖、という指示も出ているようで、こちらの状況も確認を行っております。

お客様には大変ご心配をお掛けしますが、明確になり次第、別途ご案内させていただきます。

代表取締役 西澤尚文



弊社社長からお客様へのご案内を以下に掲載致します。

To Our Valued Customers,

As global business operations continue to be impacted by the rapid spread of the COVID-19 virus, Go!Foton is committed to helping our customers, partners, and employees through this evolving situation that affects all of us. Here are some of the actions we are taking to address this health crisis and to ensure business continuity during this most difficult time:

Availability of Go!Foton Support Resources

As always, the health and security of our employees and their families and communities are our top priorities. In keeping with this commitment, we have provided our team members the flexibility to work from remote and/or home office locations wherever possible, ensuring that they have the health, safety, business, and technological resources they need to remain fully committed and available to support your business needs.

Mitigation of Potential Supply Chain Issues

As the COVID-19 pandemic progresses, we will continue to leverage every resource at our disposal to help mitigate any resulting disruptions to our production. In the event that there are specific impacts on either our products or our support and delivery commitments, we will communicate directly with affected customers. As of March 17th, the Philippine government has temporarily discontinued public transportation throughout the metropolitan Manila area. This action creates a significant challenge for many of our people who must travel between their home and our factory. Our Go!Foton Philippine operations team is taking the unprecedented step of arranging free private transportation and local room and board in order to enable our workers to continue supporting our production efforts in a safe and healthy fashion. We nonetheless anticipate that for the next few weeks our factory will be operating with a somewhat reduced staff. As such, we are currently assessing our order backlog to determine the effect these reductions will have on our factory capacity and to determine what delays, if any, may result for open orders as well as for any future orders that you may place in the next several weeks. If we do determine that we must change your shipment date, your Go!Foton sales representative or someone from our customer service team will contact you immediately. In light of the continually changing landscape regarding the global spread of COVID-19, our

team members will be proactively working with you and providing regular updates. We encourage you to reach out to your Go!Foton Sales Representative for the status on current and future orders.

Our Unwavering Commitment

All of us at Go!Foton remain 100 percent committed to working closely with our customers and partners to minimize the impact of this pandemic. Please contact us directly if there is anything that we can do to assist you from a support, customer service, or product perspective. Should you require any assistance at any time our entire team here at Go!Foton is available by phone, video conference, and email. We would also encourage you to check our website frequently as we will be posting further updates as the global impact of COVID-19 continues to unfold.

Thank you for continuing to be a valued Go!Foton customer and partner.

Let's move forward together!

With warm regards,
Simin Cai

Simin Cai, Ph.D.
President & CEO

