



COVID-19 Update from General Tool

Amid widespread volatility and uncertainty due to the coronavirus (COVID-19), we have made the health and safety of our community our top priority. We are closely monitoring the escalating situation and remain vigilant in our efforts to adhere to all health authority recommendations and government regulations.

California's "Stay home except for essential needs" order / EXECUTIVE ORDER N-33-20

California governor issued an "Stay home except for essential needs" order as of 3/19/2020. Based on best available information, we are defined to be part essential business (Federal Critical Infrastructure Sector) and will continue to provide our products and services as usual. All our US locations are operating normally.

Our factories in Korea and China

Our factories in China experienced an extended shutdown around the Chinese New Year holiday due to the Chinese government's China Wide Shutdown order. We are now operating normally, but we are still experiencing its residual effect as our production backlog is larger than normal and our turnaround time is longer than usual.

However, the coronavirus situation in China and Korea have stabilized for the moment and all our factories in both countries are now operating at max capacity to get back to normal turnaround times.

We have thoroughly reviewed our supply chain and found that most are operating at normal capacity. For the few vendors that are impacted, alternate solutions are already in place and operating without interruption. As such, we are not currently experiencing any disruptions in our supply chain and are not expecting any in near term. We will continually monitor our supply chain and will keep you informed of any major disruptions.

Our factories are located in:

China: Fujian, Weihai, Shanghai

Korea: Osan, Pyungteak, Seochun, Oksan, Dongtan

Our factory in Indonesia

Our factory in Indonesia was not directly impacted by the coronavirus pandemic but it did experience disruptions due to supply chain issues stemming from China Wide Shutdown. As explained above, all supply chain issues have now been resolved and we are now operating normally. We are still experiencing longer than usual turnaround time, but factory is operating at max capacity and expect to get back to normal turnaround time in matter of weeks.

Unfortunately, Indonesia is in the middle of rapidly developing coronavirus situation and the government is starting to react. We are fairly isolated and away from current hotspots, but we are closely monitoring the situation.

Our COVID-19 response

We are following recommended guidelines for Social Distancing and have asked most of our administrative and customer service staff to work from home. Warehousing, Manufacturing, and a few other employees required to be present in our facilities are following Social Distancing practices to protect the health and safety of our community.

Our vendors are asked to implement “contactless delivery” practices and we are now only receiving supplies critical to our operation.

As part of our Social Distancing practices, we are no longer accepting “will call” orders from customers and any current “will call” orders will be shipped to your location as well.

Although many are working from home, all our staff are ready and able to serve you as best as possible.

We ask for your cooperation and understanding during these challenging times and please abide by recommendations from government and health officials and stay safe. While the coronavirus pandemic seems unimaginably daunting, it is my personal belief that our culture’s predilection for individuality, self-determination, and entrepreneurship places us uniquely ready to rise to this challenge. I am confident that we will persevere and get past this pandemic together and emerge stronger than before.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jae Woo Kim', with a long horizontal flourish extending to the right.

Jae Woo Kim
CEO
General Tool, Inc.