



February 25, 2020

Subject: Novel Coronavirus (2019-nCoV) - Updates

Dear valued customer

As you will know from media reports, a new flu-like coronavirus has been reported in a number of cities around the world in recent weeks. The Chinese government has implemented social distancing policies and as China is the epicenter of global manufacturing, the coronavirus pandemic has put certain level of restrictions on operation, much of which is running far below capacity.

CTS Electronic Components is actively monitoring the situation and its impact across all the geographies where we operate as part of our Business Continuity Plan. You can be ensured that service remains available to you and the additional support that you may require from us. While many facilities have started to resume operations, there is great care and additional precautions being taken to ensure safety and continuity. Visibility to materials remains a challenge, as well as worker availability, and logistics and customs challenges.

We are extending lead-times on those products directly or indirectly affected by this disruption. You will find the updated lead-times enclosed with this notice. We have also attached our Business Continuity Plan for your reference. It is intended to provide our customers with CTS business continuity planning activities, governance and employee support.

CTS is committed to the continuity of all our services, and partnering with our customers to support the health and well-being of everyone throughout this period of escalated concern and on an ongoing basis.

Your Sales Support Representative is available to answer questions or provide additional support as indicated. Or you can email to [ECSalesSupport@ctscorp.com](mailto:ECSalesSupport@ctscorp.com).

Mingchin-Yen   
Vice President and General Manager  
**CTS Corporation**  
Electronic Components Business Unit

Encl.

Subject:	Novel Coronavirus (2019-nCoV) Business Continuity Plan for EC Operation
Date:	February 25, 2020

## **PURPOSE**

An overview of CTS Electronic Components' business continuity planning activities, governance and employee support and well-being programs.

As it is impossible to predict the scope, severity and duration of the outbreak, we are preparing for the crisis to last months.

We need to determine how to monitor crisis and respond effectively to ensure the safety of our staff, and the continuity of business operations.

## **RESPONSIBILITY**

### *Crisis Management Team (CMT)*

The CMT ensures that leaders in each technical and operational domain executes their accountability as indicated. They are to designate essential operations and plans to reassign staff on critical and non-critical functions.

### *IT Support*

Review and assurance that our infrastructure is able to support an increase in remote work. This includes in the use of video, telephonic and conference call app.

### *Governance*

A centralized repository for information is used to ensure that critical information, decisions and plans are documented and easily accessible.

A central function is assigned to ensure that leaders and others have real-time access to public health information and recommended practices.

### *Support for the health and well-being of our staff*

We leverage multiple channels to communicate information that is in line with public health recommendations for health, hygiene and prudent action.

Corporate Policy and practices are established to limit face-to-face meetings and travel.

Emergency medical assistance help line is accessible to anyone in the premises.

### *Order Fulfillment*

CTS uses a data-driven approach to carefully execute order fulfillment against the needs of customers and the business.

CTS is assessing opportunities to leverage our global supply chain network to minimize the impact on our customers and the business. This includes the transfer of production to alternate locations (if there is any).

We also mitigate supply chain risk by continually optimizing our supply chain so we are able to quickly respond to changing market and minimizing impacts.

### Updated Lead-Time on Directly or Indirectly affected product series by Coronavirus

#### Tact Switch

Product Series	Previous LT	LT ( WK )
220	8	12
221	8	12
222	8	12
223	8	12
226	8	12
228	8	12

#### Frequency

Product	Previous LT	LT ( WK )
405	8	11
406	8	10
407	8	10
425	8	10
443	8	10
445	8	10
ATS	8	11
MP	8	8
403	8	9
CB3	8	11
TC	9	10
TF16	12	13
TF20	12	17
TF32	12	11
TCXO	12	14
357	9	11
625	8	11
632	8	11
636	8	11
637	10	10
653	10	11
MXO	10	11

#### Resistor

Product	Previous LT	LT ( WK )
741X163	14	20
745X101	14	20
745X102	14	20
746X101	14	20
741C083	13	15
741X043	13	15
741X083	13	15
742C043	13	15
742C083	13	15
742C163	13	15
742X083	13	15
745C101	13	15
745C102	13	15
730	13	15