



April 13, 2020

Dear JAE Customers and Partners,

JAE Electronics, Inc. is taking this opportunity to inform you how the COVID-19 pandemic is affecting our company, and what steps we have taken to manage the crisis to ensure we are taking the best actions for you, our employees, and our operations.

Together We Can Make a Difference

The global spread of COVID-19 is an unprecedented event that is affecting the daily life of every single person. It is important that we all do our part to help reduce the spread of the virus and support each other as safely as possible. At JAE, we are committed to do our part by taking the following actions:

Business Continuity:

JAE Electronics plans to continue to support our valued customers while protecting our employees and conforming with government guidelines. To the extent allowed by government restrictions, JAE North American businesses are still operational, booking orders, and shipping products. Customer support and sales staff are working and can be reached using the same contact information as before. If you do not have an existing contact, please contact us at jaeinfo@jae.com

Employee and Community Safety:

All employees who can work from home have been required to do so in order to reduce the risk of contracting or spreading the virus. The JAE North American group is supplying critical components to essential businesses. Where appropriate, the minimum required number of employees are still operating at various JAE locations while practicing social distancing and on-site sanitation. In all instances, we are making sure to comply with local and national government regulations and guidelines.

Travel and Meetings:

All non-essential business travel as well as face-to-face meetings have been banned to help protect our customers, vendors, and employees. However, we are always available for alternate communications including phone, email, and web conferences. Please contact us at jaeinfo@jae.com

JAE thanks you for your support and assures you we are committed to working with you to meet and overcome the challenge of COVID-19.