



Pelco, Inc.  
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March 16, 2020

To our valued customers, partners and suppliers,

As the level of concern surrounding the coronavirus increases around the world, Pelco has closely followed its effects across our organization. The health and well-being of our people, customers, partners, and suppliers are our top priority. As we continue to monitor the situation related to the spread of coronavirus and the global response, we want to take a moment to explain how the Pelco team is handling business during this challenging time.

### **Customers**

First of all, our commitment to you is as strong as ever. We understand the faith and trust that you put in us to deliver the quality products and support you've come to rely on. At the center of all this is our dedication to honoring that relationship.

### **People**

Every precautionary measure is being taken to safeguard our people against this health threat. As of March 16, 2020, we will allow our employees to voluntarily work from home. For the next two weeks, we will have telephone support on-site with limited hours. We strongly recommend emailing your sales rep or customer service agent as the fastest and most direct method of communication.

### **Partners**

As a result of the worldwide shift to more remote work and mandatory quarantines, networks and home internet connections may become strained. This has the potential to make communications more difficult. We want to ask for patience as we work through any of these issues that may arise.

### **Suppliers**

While Pelco does not manufacture its cameras in China, like many technology companies, various components are supplied from China. Pelco's operations teams and our partners have been diligent in ensuring the best possible outcomes by monitoring the supply chain from every angle, sourcing new materials from non-impacted locations, monitoring product levels and working with existing suppliers.

At Pelco, we're committed to the people we serve and we're dedicated to providing a safe environment for our employees, as well as the best possible service to our customers, partners and suppliers. We'll continue to provide you with updates as they're available.

Thank you for your patience during this time.

Sincerely,

Kurt Takahashi  
CEO  
Pelco, Inc.

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