



**UPDATE: March 31, 2020: Shelter in Place for San Francisco Bay Area (including Silicon Valley) extended through May 3, 2020.**

### **An Update from Keyssa on COVID-19 and Business Continuity**

COVID-19 is having a dramatic impact on our lives, businesses, and on supply chains. As our valued partner, we want to share an update on what Keyssa is doing to keep our customers and our people safe while continuing to deliver the high level of service that we are all accustomed to.

From the beginning of this crisis, Keyssa employees have been practicing preventive and safe hygiene recommended by the CDC (Center for Disease Control) and other medical experts. Keyssa has had in place policies requiring maintaining a safe “social distance,” frequent and thorough hand washing, and daily disinfecting of workspaces.

### **New Policies; Keyssa Maintaining a High Level of Customer Support**

For California’s HQ office, there has been a change in local government policies. Starting on March 17, 2020, San Francisco Bay Area counties, which include Santa Clara County where Keyssa is located, have ordered a Shelter-in-Place ordinance. This will be in effect until April 7, 2020. Shelter-in-Place requires all business to close for this time period, except for essential businesses (food, healthcare, etc.). **As of March 31, 2020, San Francisco Bay Area Health Officers issued an update to the Shelter-in-Place Order with new restrictions to last through May 3 across the region.**

As a result, all California-based Keyssa employees are now working from home supporting customers and programs. As a precautionary measure, we have asked all employees in our Portland, Oregon office and India office to also work from home. Offices in Taiwan, Korea, Japan and China are all open and operating normally.

The vast majority of the work Keyssa performs can be done at home, and we anticipate some, but little impact on current programs. Our major operations and customer support teams in Taiwan are fully operational in terms of parts delivery and assistance.

We continue to monitor the situation daily and are committed to keeping our partners and customers updated with the latest information.

Should you have any questions, please contact your local representative or email us at [info@keyssa.com](mailto:info@keyssa.com). We wish everyone the best.

----Keyssa Team