



Dear Valued Customers,

First, our hearts go out to those affected both directly and indirectly by the Coronavirus outbreak. While VCC has confirmed no direct impact to our internal teams, we are keeping in our thoughts the people around the world, within our supply-base, distribution and representative networks, industry colleagues, and the many others that may be more directly affected, and working hard to attain some type of normalcy in their personal or professional lives. Whether you're facing the Coronavirus, or any other challenge or hardship, we encourage you to keep fighting, as the sensitivity and care for others is not lost on us!

With that said, VCC continues to monitor and take direct actions to try and minimize/mitigate possible disruptions to our business and how we support our customers. Although having a global presence, VCC primarily operates out of North America in the United States and Mexico, with a portion of our supply chain coming from Asia. The results of a recent survey of VCC's key Asian suppliers show that while all have resumed operations, they continue to work in a reduced capacity. Until normal operations resume, VCC anticipates some delays in its supply chain that will potentially impact the delivery of our products. We apologize in advance for any delays that occur, but also are taking specific actions to support a more seamless process:

- VCC is increasing safety stocks on a variety of raw material and finished goods items to bolster critical inventory positions to combat against stretching lead times
- VCC was already reviewing supplier and BOM diversification that began 1H19 and continues through today, ensuring alternate paths wherever possible
- VCC has also made investments in additional manufacturing capacity much of which is coming online by the first week of March 2020 based on strategies that began 2H19

We will continue to work with our suppliers furthering our positions to protect our customers and will continue to communicate both publicly and with customers directly about their specific needs/requirements.

In light of this, we also ask that all our customers review their VCC product needs and ensure they are giving as much visibility as possible, out to 6-9 months of demand, helping us to make the necessary and thoughtful decisions on how we support your business.



FAQs

Q. Do products from Asia present a contamination risk?

A. No. Currently there is no evidence to support transmission of Coronavirus associated with imported goods.

Q. What steps are you taking to diminish the supply side impact of this issue?

A. We are proactively communicating with our suppliers to evaluate risk, increasing safety stocks and continuing a raw material supplier diversification.

Q. Are there currently any particular supply disruptions?

A. A few supply constraints have shown up for a few new customers, but largely our supply chain is supporting our overall needs.

Q. What can be done to further solidify my needs as a customer for your product?

A. For current order visibility, nothing. For any future demand inside of 6-9 months, open ordering windows to increase visibility, helping to create priority.

Q. How do I contact VCC?

A. VCC has a network of franchised distributors that can be located at <https://vcclite.com/rvm/worldwide/>. You can also connect to us via our website at www.vcclite.com or call us at 1-800-522-5546.

Industry/Global Information:

[World Health Organization \(WHO\) Coronavirus Information](#)

[UPS Service Alerts](#)

[Fedex Service Alerts](#)

[ECIA Coronavirus Survey](#)

[ECIA Impact Insights Document](#)

[Coronavirus COVID-19 Global Cases by Johns Hopkins CSSE](#)

Warm Regards,

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