

Statement on Coronavirus Pandemic

15.04.2020

TDK fights the coronavirus pandemic on all levels with the support of all employees in our manufacturing facilities, in marketing and sales operations, raw material procurement, logistics, and all other functions. We have crisis management teams in our headquarters as well as local teams for quick reaction on site. To slow and in the best case avoid the spread of the virus we have implemented a comprehensive bundle of measures throughout all facilities of our company worldwide. We continue our manufacturing in the best possible way, depending on respective instructions of the local authorities. Thus, we minimize the impact on our delivery performance and serve our customers as best as we can in this tense situation.

Nevertheless, government decisions out of our control are currently forcing us to suspend operations in Malaysia and India for the time being. In all other plants in China and Indonesia as well as in Europe and America, production is largely running at normal levels. At the same time, we continue to be confronted with transport restrictions. Wherever technically feasible, TDK works on shifting production wherever technically possible to other factories, uses alternative transport routes, and hopes by doing so to mitigate the impact on our customers.

At the same time the health and safety of our employees, their families and our communities remain our first priority. We have implemented policies that go well beyond the regulations of the local authorities. We have prohibited almost all business travels and put tight restrictions on employees returning to the office from personal trips. There are strict rules for our own employees and for any visitors to our facilities. For example, we have implemented Home Office policies wherever possible, and implemented social distancing rules for those who justified need to come in the office. We are taking extra precautions at our manufacturing and warehouse operations with multiple measures in place.

We at TDK are doing our best to manage this crisis.

We continue to receive also formalized customer request forms, if our logistics, customs service, raw materials, production, etc. have been affected or come from “high risk areas”. As a broad line supplier of electronic components and sub-assemblies from factories around the globe, it is not possible or practical to communicate these unique situations using a generic form, especially as the situation is volatile. The detailed answer will depend on the product, the raw materials related to that particular product, the manufacturing location, the shipping method, etc. There are many variables we are dealing with, including increased swings in demand as our customers pull in or push out products related to their own situation and supply chain.

Our message here is that we are committed to giving our customers the most detailed information we can on a timely basis, but this is best covered at the customer service level on a case-by-case basis.

We ask our customers for their patience and support during this unprecedented time and hope that all of us will come back to normal as soon as possible.

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