



April 27, 2020

Dear Customer/Partner,

As of April 16, Cypress is now an Infineon Technologies Company (referred to in this letter as Cypress) and remains dedicated to providing our customers and channel partners with up-to-date communications as they pertain to our supply-chain capabilities. Cypress has a global manufacturing supply-chain network that includes manufacturing facilities and partners located in countries around the world.

Cypress Cavite Philippines (CML) Facility Update

The Philippines Government mandate to further restrict movement has been extended from April 30 to May 15, 2020.

Cypress has limited manufacturing and shipping capability. It is important to note that not all part numbers shipped from this site are affected, as we are able to outsource some of the manufacturing to our subcontractor partners. You will continue to receive updates from your Cypress Inside Sales Representative (ISR) on any purchase orders that may be impacted.

Cypress continues to take measures to load material at qualified alternative manufacturing sites outside of the Philippines as part of our on-going business continuity planning efforts.

Cypress will continue to provide updates on all delivery schedules, which will be reflected in our EDI transmission updates to you or via your ISR.

Cypress Penang, Malaysia Facility Update

The Movement of Control Order under the Prevention and Control of Infectious Diseases Act of 1988 and the Police Act of 1967 was extended from April 30 to May 12, 2020.

This order will have minimal impact to our customers. Cypress Penang primarily fulfills Known Good Die (KGD) from this site. Cypress has obtained governmental approval for limited manufacturing capability in order to support Known Good Die orders.

Cypress India Update

The government-ordered nationwide lockdown order in India has been extended from April 14 to May 3, 2020. This required action may result in delays to the fulfillment of development kit orders.

Cypress Thailand

Thailand implemented a nationwide curfew (10:00pm – 4:00am) on April 3. Cypress has adjusted the shift-change timing as a result of this implementation. At this time, there is no impact to manufacturing or shipping operations due to the nationwide curfew.

Singapore (subcons)

The Singapore Government has extended their shutdown through May 30, with exceptions for the Semiconductor Industry as it is essential for the continuity of the global supply chain. At this time, there is no impact to our subcontractor partners, who will remain fully operational, with all health and safety precautions in place.

Cypress Semiconductor – An Infineon Technologies Company

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Failure Analysis and Technical Support

As a reminder, **all worldwide** Failure Analysis labs have been shut down. Until the local situations stabilize and all transportation, site logistics personnel, etc. have resumed normal operations, please refrain from sending approved, or initiating any new, product returns or failure analysis requests, as we will be unable to process these.

While we have limited Technical Support staff able to work from home, our teams are continuing their efforts to resolve technical support cases. Please expect a delay in response times as we are working through our case log and where feasible, setting up our application engineers with hardware at home to support their work.

Location and Status Summary

Name	Location	Operation	Status
Fab/Test25	Austin, TX, USA	Wafer Fab	Operational
SkyWater	Bloomington, MN, USA	Wafer Fab	Operational
Foundries	China, TW, JPN	Wafer Fab	Operational
CML	Cavite, Philippines	BE, Shipping	Government order extended to May 15 Limited Manufacturing and Shipping Capacity
BKK	Bangkok, Thailand	BE, Shipping	Operational Government mandated curfew, no impact
Subcons (PHL)	Philippines	BE	Skeletal operation March 22 – May 15
Subcons (non-PHL)	China, SG, TW, JPN	BE, Shipping	Operational; China @ 80% Singapore Government extended shutdown to May 30, no impact
CY Penang	Penang, Malaysia	KGD, FA, Ofc	WFH (“Movement of Control”) until May 12
CY San Jose	San Jose, CA, USA	HQ, FA, Ofc	WFH (“Shelter in Place”) until further notice
CY India	Bangalore, India	Apps, Ofc	WFH (“Lockdown”) until May 3
CY WW	Various global sites	Various	WFH

In the absence of government mandates, out of an abundance of caution for the health and safety of our employees, Cypress may implement mandatory WFH policies at certain sites.

Given the widespread government announcements and restrictions around the world, we are cognizant of the impact to our customer sites. Please communicate with your Cypress Sales or ISR should there be any changes to your operations, such as closures, or if you no longer require your shipment(s). Lastly, Cypress expects that customers will continue to honor existing payment terms and conditions and notify us immediately if you foresee delays in your ability to make timely payments.

It is our top priority to maintain business continuity and to provide you with as much communication as possible. Please contact your Cypress account manager or ISR should there be any questions related to this communication.

Thank you for your continued support.
The Cypress Pandemic Team