



March 16, 2020

To our valued customers,

We want to assure you that we are taking every precaution to protect our employees and continue operations in this unprecedented time of the coronavirus (COVID-19) epidemic.

We want to let you know we're thinking about all of you; our people, our customers, our suppliers, and our community. As we work through the effects of the coronavirus, we want to assure our customers that our supply chain has not been affected. At this time, our customers should not experience shipment delays or product availability issues. We are monitoring the situation daily and will provide updates if changes or disruption arise.

We have adjusted our office staffing and travel policies for the health and safety of our employees and the community. Our staff can still be reached through our main 800- number and via email during our typical business hours (8am-5pm EST). Our in-field representatives have been encouraged to limit travel over the next few weeks and conduct meetings virtually when possible.

We will provide updates to our customers as quickly and proactively as possible in these uncertain times.

Stay safe and take care.

Sincerely,

A handwritten signature in black ink, appearing to read "David Campbell".

David Campbell
President & CEO

A handwritten signature in black ink, appearing to read "George Caruso".

George Caruso
Chief Operating Officer

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