

## To Our Customers, Partners and Communities

The health and safety of our employees, customers and partners has always been our number one priority. The recently announced COVID-19 Pandemic has brought challenges to all of our lives and businesses that were unimaginable even a month ago. It is important to our company and employees to keep you informed of the steps we are taking to ensure your safety and our ability to support your businesses. Over the last couple months we have been closely monitoring and following the guidelines of the Center for Disease Control (CDC), World Health Organization (WHO) and our Local and Federal Governments. While guidelines can vary between countries, states and cities, we are working closely with each of our companies and locations to ensure that we are implementing best practices, which can change daily. If you have any concerns about the safety of your employees and their interactions with our employees or facilities, please contact any member of our Team or me directly.

In addition to following CDC guidelines for sanitation and social distancing, we have also implemented travel restrictions in certain areas of the world and are encouraging the use of video conferencing and other forms of communication until further notice. We are fortunate to report that all of our operations around the world remain open and are able to support our customers during these challenging times. We are closely monitoring our supply chains and haven't seen any significant disruptions at this time. We are doing everything we can to keep current and future delivery dates and will proactively inform you if schedules change as the result of current challenges. We know that many of you produce products that are critical to fight this virus and helping those infected recover. We are here to help you keep making your mission critical products.

We will do everything we can to continue to support you and your business needs, including modifying work shifts and telecommuting where possible. In situations where it is not possible to support our customers in person due to travel or access restrictions, we will do everything we can to provide support through video, phone, messaging or e-mail. We have many technical options to be there virtually when we can't be there in person over the coming months. Please don't hesitate to contact us as usual when you need support during these challenging times.

Thank you for your continued trust and support.

Richard T. Goode  
CEO  
Columbia Machine, Inc.