

March 18, 2020

Dear Valued Customer:

As we all work together to get through this difficult time, we want to assure you, we have put measures in place to ensure the safety of our employees, while maintaining the trusted service and supply of product for our customers.

All 10 global facilities are currently operating. Our teams are using the recommendations published by the CDC and WHO and are following multiple precautionary measures including:

1. No unnecessary travel
2. No unnecessary site visitors – those required to maintain operations will be screened prior to entry
3. All employees able to work from home are doing so. All others are social distancing within our facilities.
4. Newly installed hand-washing stations, sanitizer and sanitizing wipes are available throughout facilities

In addition to deployment of safety measures to guard against COVID-19, we have identified mission critical, on-site support teams for our customers:

- Our critical on-site production and shipping teams are working staggered shifts with recommended safety measures in place
- Our sales and engineering teams have full video conferencing and webinar capabilities for remote meetings and file sharing capabilities
- Our customer service team is working at full staff, while some may be working from home offices, they are available and ready to take your order, issue new quotes, answer questions and send you free samples
- Remember to use Caplugs.com for easy ordering from anywhere – create a web account and you can access all of your past orders, custom parts, billing/shipping detail and more

To share some positive news, our two facilities located in China had no confirmed cases of COVID-19 during the recent outbreak. Today, both facilities have resumed normal operations with full staff on site.

We will continue to monitor the situation closely and adjust protocols as needed. Should there be any new developments, we will notify you immediately. Please reach out to our team at 1.888.CAPLUGS with any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read 'David Williams'.

David Williams
President & CEO
Caplugs