

March 18, 2020

Dear valued customers,

The Coronavirus COVID-19 situation continues to evolve rapidly, impacting global supply chains and the people depending on them. We want to update our trusted partners of our response to this disease.

As a global organization, safety is our priority. At MiTek Mezzanine Systems, we are doing everything possible to keep our team members, their families, our customers, and our broader community safe. This pandemic will redefine the way we do business, and we are committed to partnering with you, our customers, to figure out how best to work together in this new reality that is changing frequently.

MiTek's global leadership has created a cross-functional COVID-19 response team that has been meeting daily to monitor the ongoing situation and implementing appropriate policies and guidelines in response to guidance from national and local governments, the Centers for Disease Control (CDC) and the World Health Organization (WHO). MiTek Mezzanine Systems has created a similar divisional COVID-19 response team to rapidly disseminate and execute these global policies.

As a company, we are putting measures in place to ensure the safety of our employees while continuing to manufacture our products and deliver for our customers. It is our intention to continue with high levels of customer service, but there may be delays in our response time as we all continue to adapt to new circumstances together. Please be patient as we work diligently to address all customer service needs.

Below are just a few of the precautions we're taking across our global organization:

- **Offices and Facilities**

Following guidelines from the CDC and the WHO, we are increasing the frequency of cleaning and general hygiene maintenance - especially in high traffic and high-touch areas. We are working to enable remote working for those team members who can and implementing alternative staffing structures that will better enable us to ensure the safety and wellbeing of team members who continue working in MiTek offices and facilities. Please note that we are not currently allowing outside visitors at any MiTek office or facility until further notice. There are currently no plans to fully or partially suspend operations, unless mandated by local agency.

- **Illness Prevention Procedures**

We are reinforcing illness prevention procedures with all team members as recommended by the CDC and WHO, including frequent handwashing, avoiding contact with your eyes, nose or mouth with unwashed hands, and maintaining 1-2 meters (3-6 feet) distance from anyone who is coughing or sneezing. We continue to encourage our team members to prioritize their health, and if they're feeling sick, to stay home.

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○ **Events & Travel**

Effective March 10, we implemented restrictions on all international business travel and limited domestic air travel to essential customer contact. As a result, we have postponed or canceled large external and internal gatherings, including customer events and trade show participation. Additionally, our team members are limiting group meetings and gatherings and using alternative means to connect with each other and customers.

We recognize this is a challenging time for all, and we remain deeply committed to the safety of our team members, customers, and communities. We will continue to monitor this situation and communicate with our team members and customers about our response, ensuring we continue to serve you as best we can during these unprecedented times.

As always, thank you for being a loyal customer and a part of the MiTek community.



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