



March 13, 2020

RE: COVID-19 Response

Dear Valued Customer,

While society is entering an uncharted area with respect to the recent COVID-19 outbreak, we wanted to communicate what we are doing as an organization to help protect our people, and in turn our ability to continue to provide you with the goods and services you've come to rely on us for.

INFRASTRUCTURE ADVANTAGES

We are proud of our nearly 100% domestically sourced goods, our diverse supply chain and our vertically integrated business model, as they all lower our risk profile in situations like this. From a manufacturing standpoint we have diversity in locations, having 5 different manufacturing facilities spread throughout the country. In addition to the manufacturing we have 3 additional warehouses to diversify our points of supply. From an administration aspect we have 3 separate locations where operations can be run from in the case of a sever outbreak at a particular location. Finally, our sales a support personnel are distributed throughout the country, which poses little risk in mass interruptions.

TECHNOLOGY ADVANTAGES

One important area of our business involves on-site service and consultation. With our ProcessEye™ platform we have the ability to keep an eye on our customers' operations remotely, which helps reduce the risks of unmanaged systems, whether it be due to limiting 3rd party suppliers from site access or challenges with employee attendance. Our sales and service personnel are being encouraged to leverage this technology where it makes sense.

INTERNAL MEASURES

We are fortunate to have relatively open office and manufacturing spaces that limit our employees' interactions, and we are taking additional steps to have individuals work in their assigned areas. Common break rooms, drinking fountains and water dispensers are no longer being utilized. In-person meetings are not being held, rather we are leveraging technology for communication. Finally, unnecessary air travel has been discontinued for the next few weeks.

On the attached page you will find our assessment of our risk profile for the various operating groups and how we rate the risk to potential disruption of goods and/or services. We are committed to proactive communication as time progresses and will communicate any changes in potential negative impacts. Thank you for your business and we look forward to doing whatever it takes on our end to reduce any impact felt by your organization.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent K. Herbst".

Kent K. Herbst
President

FUNCTIONAL RISK ASSESSMENT OF POTENTIAL IMPACTS OF DELIVERY

FABRICATED GOODS



CHEMICAL GOODS



PROCESSEYE REMOTE MONITORING



CAPITAL BUILDS



DOMESTIC SERVICE – NO AIR TRAVEL



DOMESTIC SERVICE – AIR TRAVEL



INTERNATIONAL SERVICE – AIR TRAVEL

