



## Coronavirus (COVID-19) Update

To our valued Customers,

E.J. Ward Inc. has had a team of employees working with our supply chain partners to monitor the status of COVID-19, and the global impact on our business and how this global outbreak impacts all industries, economies and persons around the world.

Over the last two months and specifically last few weeks, the global supply chain for finished goods and electronic subcomponents has been very volatile as some manufacturers struggle to resume operations within guidelines on how to manage and monitor COVID-19. Labor capacity remains low in those markets as workers cautiously return to work. Most of our suppliers do not expect to be fully operational until the end of May 2020 with some shipments lagging until late summer.

We continue to work closely with all our suppliers to limit risk and impact, in both the short and the long term, as COVID-19 impacts all levels of logistics and supply around the world.

From a domestic and global perspective, it is unclear how long this situation will last; however, we continue to monitor events daily, as well as their impact on our normal operations.

Although there has only been minimal direct impact to the business at this time, we have taken steps to address customer and employee concerns should further action be required. Ensuring the safety and well-being of our employees, and customers, while minimizing the impact on our support and operational services is our leadership team's top priority.

As we continue to provide service and support, E.J. Ward's plan is focused on: Employee health and safety: We have reduced travel to only essential business travel.

We have provided clear expectations to our staff who may experience unwellness or may have come into contact with someone who has contracted COVID-19 to stay home. Use of remote work arrangements as permitted and following health agency guidelines surrounding self-isolation and required quarantine periods are in effect.



Contingency plans for widespread isolation: The majority of our support and development workforce is able to work remotely from their home should widespread quarantine be required. As a result, the risk of disruption to our business remains minimal.

E.J. Ward Inc. has geographically distributed technical service and support operations for all classes of customers, and our call center staff can utilize cloud-based software and VPN connections enabling remote work. We are also in contact daily with our third-party contractor field services teams to monitor their labor availability for potential impact on local service.

We will continue to monitor the changing events surrounding COVID-19 daily and will evolve the plan to mitigate any new risks to ensure minimal impact to our business.

If you have any questions, do not hesitate to contact your Regional Sales Manager or myself here in our San Antonio headquarters.

Regards,

A handwritten signature in black ink that reads "Robert E. Kettyle". The signature is written in a cursive, flowing style.

Robert E. Kettyle  
Chief Operating Officer

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