



Dear Bob,

As COVID-19 (coronavirus) continues to expand globally, we want to communicate our commitment to business continuity while at the same time, ensuring the health and safety of our customers, partners, and employees.

At Service Wire Co., we have the processes, practices, and infrastructure in place to provide uninterrupted business and support operations. You can rest assured our commitment to *“manufacturing quality and delivering service”* remains unphased.

In addition to government mandates, we are modifying day-to-day business operations, closely following the recommendations set forth by the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC), and local public health officials. This includes taking the immediate action of suspending all non-essential business travel for Service Wire Co. employees until further notice. While our preference is to meet with our customers face-to-face, we believe that suspending business travel in favor of a virtual meeting is imperative to ensure everyone’s safety.

To date, we have not seen any disruption from our suppliers. Service Wire Co. sources all our raw materials from North America, primarily from the USA. This alleviates any impact due to international travel/logistics. Additionally, we have multiple suppliers for most of our raw materials which helps us ensure continuous supply.

The geographic dispersion of our three manufacturing locations across the country help insulate Service Wire Co. from the impact of localized pandemics. Due to the high levels of redundancy at all of our locations, we can smoothly transition production to other facilities which are not as highly affected.

We believe these measures will help mitigate the spread of COVID-19 and keep our people safe and our business running. During this time, you can confidently expect the same quality products and high level of service from our team. Please continue utilizing our normal communication methods to reach your dedicated Service Wire Co. representative.

Sincerely,



Charles F. Oldaker, Jr.  
Executive Vice President and CFO

