

Good afternoon,

As you know, the Coronavirus (COVID-19) pandemic is a rapidly evolving situation. During this difficult time, we would like to assure you that our business operations remain intact and we are implementing new actions every day to service our customers while keeping our employees and communities safe.

We are closely monitoring the variations in global supply chains and product demand, and would like to provide an update on our business operations including the actions we are taking to ensure our customers are serviced as well as possible.

- At this time, we have the capacity to fulfill incoming orders at a fill rate of mid-to-high 90 percentile within 5 days of order receipt.
- We increased our U.S. manufacturing capacity by more than 30% and increased raw materials supply to better support make-to-order solutions and offset critical stock-out situations.
- We took actions to proactively build our stock prior to the Chinese New Year holiday and we are beginning to receive those ocean freight deliveries now.
- Our China supply chain capacity is now improving, and we are air freighting critical product when necessary to help ensure delivery to our customers. We expect by April 1, 2020 that the majority of our suppliers will be within 20% of full capacity.
- We are strengthening our supply chain with multiple suppliers around the globe to deliver select products during this time. All of our suppliers have been vetted for high quality standards and third-party certifications to ensure the integrity of our product.
- We have taken multiple actions to protect our employees and continue to review this on a daily basis to keep them safe and mitigate as much risk as possible to you as our customer.

We thank you for continuing to partner with us. We are committed to working around the clock to closely monitor developments and assess and react accordingly to satisfy your order requirements.

For the latest information about the Coronavirus (COVID-19), visit the [CDC](https://www.cdc.gov) website.

Kind regards ,

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