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**Warning External Email:**

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Dear Valued Customer,

After significant volatility and confusion over the past four to five days, I am happy to report that we are seeing increased order being restored. We are proud of the way our associates, partners and collective industry have worked together to unify efforts and move things in a positive and productive direction. Over the past week, we worked diligently to understand and clarify directives and orders from the various states/provinces in which we have production facilities and service centers. I am pleased to report that we have made significant progress and would like to update you on our current status:

- Several US states and Canadian provinces have issued Shelter-In-Place Orders, within which only Essential Businesses Operations (EBO) may continue operating. As a company, and as a collective industry, we now have a good understanding of the EBO requirements and have conviction that all our production facilities and service centers qualify.
- After initially suspending operations at some of our facilities, we are now working with state, local and provincial officials to affirm our status as an EBO. Although, the specific process and timing varies by state & province, we expect to be operational again at all our North American, Central American and LATAM production facilities and service centers within 24 to 48 hours.
- We have a well-defined “start-up” process in place so returning to a stable operational state will not take long. However, for some product families, it is possible certain service levels may be impacted. In addition to proactive outreach from our Customer Service Reps, we encourage you to check on the status of your orders via the normal channels. Our work-from-home directive has not disrupted access or capabilities of our Customer Service and Technical Support Reps. They remain available to help you as needed.
- As the week progresses, it is likely more states, provinces and local governments will implement Shelter-In-Place Orders. In those instances, we will quickly implement the proper steps to ensure our EBO classification is communicated

before any business continuity disruption occurs at our sites.

In the meantime, we remain vigilant in efforts to protect the health and safety of associates and their families. As we start our facilities back up, with employee safety top of mind, we do so exceeding all social distancing and health and safety guidelines as set forth by the CDC. Our associates are very passionate and exceptionally resilient. We remain committed to help our customers and communities work through this challenging time.

**David Lewis**

Senior Vice President Operations

**Joe Hudock**

Senior Vice President Marketing

**Phil Bradney**

Senior Vice President North American Sales, Service & Customer Care



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