



March 24, 2020

To Our Valued Partners,

Over the past two months, we have all been navigating unprecedented challenges. At Macrotech Marketing Associates, Inc. (MMA), our team is fully engaged in the fight against COVID-19 and our focus is on continuing to support our customer's needs, while managing risk and minimizing disruptions. Our number one goal in addressing this pandemic is the health, safety and well-being of our team and that of our community, while minimizing further business disruptions during this time. We are confident that our preparation and contingency planning will make this possible.

CURRENT SUPPLY CHAIN AND CUSTOMER IMPACTS:

- Products and services provided by all MMA sites fall into multiple "Critical Infrastructure Sectors" as defined by the United States Federal Government (<https://www.cisa.gov/critical-infrastructure-sectors>). We are a manufacturer and supplier of critical medical, transportation, and communications infrastructure products and our customers and partners need our help. Based on these designations, **all manufacturing is up and running.**
- MMA operational continuity plans assure we will have enough resources to keep lines running safely and products shipping to our customers, while we adhere to new, strict requirements across all our manufacturing sites.
- The impact of COVID-19 on the entire global supply chain is significant. Our current manufacturing capacity is > 70%, across all sites. **Under current conditions, we expect to resume full capacity by the middle of April.**
- To mitigate the disruptions caused by supply chain challenges, we will be reaching out to customers to prioritize orders currently in the queue and manage forecast requirements through Q2. **We will keep your product moving, as you have come to expect from MMA.**
- Many of our suppliers and their supply chains are adversely affected by exposure in the epicenter of the COVID-19 outbreak in Hubei Province, China. We are working to source alternative vital raw materials and, in addition, will purchase more on-hand inventory of these materials to mitigate the effects of the uncertainty within the supply chain, overall.
- MMA has a robust business continuity plan across all business locations. Our engineering and account management teams will work remotely and transfer work across offices if required.

- As the situation evolves globally, the way in which we provide support may look different. We will reduce in-person meetings and travel. Our teams are using virtual meeting tools, when appropriate, and we are limiting non-essential travel in accordance with health and safety guidelines. We will continue to be available to you via phone, email and online, wherever needed.

Despite these temporary operational changes, our purpose remains the same. MMA is committed to providing the superior service and support that our customers have come to expect of our company.

We will provide more updates, as they are available.

Sincerely,

A handwritten signature in black ink that reads "Anthony Prom". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Anthony Prom
President & CEO
Macrotech Marketing Associates, Inc.