



March 18, 2020

Dear valued Customer or Supplier of Dymax,

As we continue to monitor the COVID-19 outbreak, we wanted to let you know how Dymax is handling this unprecedented situation.

At Dymax we are committed to our employees' wellbeing, our customers' needs, and the highest level of corporate social responsibility. We continue to closely monitor the global situation and have implemented procedures at all our facilities around the world to comply with local regulations, reduce the potential to spread the corona virus, and provide uninterrupted business operations. Our current safety measures include limiting visitor access to our facilities, modifying on-site work hours, and limiting business travel. We have confirmed sources of raw materials, and established inventory levels to meet our business needs for the foreseeable future. Currently, there are no indications of interruptions to our normal business operations or our ability to provide product to our customers.

We have a COVID-19 task force in place and have put the following precautionary measures into action:

Business continuity management

A crisis response team has developed an emergency plan to ensure that all functions remain up and running to continue providing you with our high-quality products and services on time. Our operations, production, customer support, sales and supply chain teams remain active.

Supply chain management

We are actively monitoring our global supplier network and freight lanes to identify any risk of business interruption. If you anticipate any significantly higher or lower purchases in the foreseeable future, please let us know so that we may focus our efforts to serve you at the highest level.

Currently, all our suppliers are operating on normal schedules and we do not foresee any shortages in our supply chain. Dymax remains operating on regular delivery schedules.

Business travel and in-person meetings

We have restricted business travel for our employees and halted onsite visits to our facilities. We are utilizing phone and videoconferencing tools to conduct virtual meetings to minimize health risks.

Employees working remotely

We have implemented occupancy and social distancing guidelines as recommended by the CDC and other regional agencies. Our technology infrastructure supports working arrangements for our employees and fluid communication with our suppliers and customers. We have our staff working from home to the greatest extent possible, while also ensuring their availability. We have a very solid internal communications system and remain operational with a remote staff.

Our chief concern is everyone's health and wellness, and our thoughts are with our customers, employees and their families, and communities. As we continue to monitor the situation, additional changes in our operations may be necessary in order to comply with government guidelines. We will keep you posted as we navigate through this challenging and uncertain time.

If you have any questions or concerns, please reach out to any member of our [customer support](#) or [supply chain](#) teams.

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