

March 10, 2020

To: Our Valued Customers

Re: Covid-19 Pro-active Engagement Plan

With regards to the recent global activity around the Covid-19 virus and the potential for business interruption we at Sofidel are taking immediate action in an attempt to minimize any possible impact to our Associates, Customers, and Operations here in North America.

During the foreseeable future we will be implementing the following policies, with the goal of minimizing any disruption to our ongoing business.

- All non-essential access to our production facilities and offices will be restricted. We will make efforts to reschedule any meetings or visits once the Covid-19 situation has stabilized.
- We are making every effort to manage the increase in orders we are experiencing from our customers.
- We are activating a plan to have all support functions shift to working remotely with access to all Sofidel systems to maintain our normal business relationships. All meetings are being rescheduled as conference calls or WebEx meetings for the foreseeable future. Associates will be available via email. Telephone access will be limited, so we ask that all correspondence be electronic in nature.
- All Sales staff are being instructed to cancel travel plans and shift all meetings to either teleconference or WebEx in order to minimize exposure to the virus.

We apologize for any issues that these new procedures may cause and pledge to continue to supply you, our customers, with ongoing support and product to the best of our abilities. We will continue to monitor the situation and keep you informed of any issues that arise. Should you have any questions please reach out to either your sales contact or myself directly.

Sincerely;

Derek Dafoe

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