



March 18, 2020 *Updated 3/20/2020*

RE: Coronavirus Update

Dear Valued Business Partner,

*Regarding California's Executive Order N-33-20 (also known as the "stay at home" order) from 3/19/2020, our California site at this time will maintain continuity of operations as we support federal critical infrastructure sectors.*

*In addition, we have reviewed our internal records and feedback from our customers and feel that all Hercules OEM facilities will be classified as essential and critical to end user production. Therefore, we will continue to operate as close to 100% as possible. Hercules OEM stands ready to provide the needed products to our end users. We are in constant contact with our suppliers and are well positioned to meet the ever-changing needs.*

Our top priority is the health and safety of our employees, customers, and suppliers. We are constantly monitoring the situation and are taking appropriate steps to safeguard our employees and our business partners. We have employees in the office and working from home to ensure we meet your needs.

We understand and appreciate that our products are critical to your success and we will notify you if we anticipate any delays in supply or changes that could disrupt your normal business operations.

Unfortunately, the reactions of governments and other authorities to the quickly changing situation are out of our control but we have taken a proactive approach to the situation and we are prepared to continue to support you and your needs as we work through this trying time.

Effective immediately we are limiting visitors and we have asked our sales team to limit their visits to customers until further notice. We are asking them to contact our customers via phone, video and/or email. Our daily operations continue to function as normal and our customer service staff is ready to assist you in any way possible.

Please do not hesitate to discuss specific needs or order requirements with your routine contacts. If you have any other questions, please reach out to me, Scott Rasset, your customer service representative or regional sales manager.

Sincerely,

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