

## A Message from John Wallace, President and CEO of SG360°



Dear SG360° Valued Customers,

Like you, the SG360° leadership team and I have been closely following the dynamic situation with Coronavirus (COVID-19) in the U.S. and abroad. First, the health and safety of our employees, their families, and our customers remain our highest priority. At the same time, we are attempting to minimize any business and operational impact of this volatile situation on you, our valued customers.

### **Health and Safety**

We have taken precautions across all our facilities to ensure the health and safety of not only our own employees, but also our customers and third-party personnel. At present, these include:

- Actively encouraging those who are sick to avoid coming into our facilities
- Suggesting respiratory etiquette and hand hygiene best practices as well as “social distancing”
- Performing enhanced workplace environmental cleaning for all facilities
- Replacing non-critical work-related air travel or visits with other forms of communication
- Taking special precautions with individuals who have either travelled to or had close contact with others who have travelled to any of the countries listed in the “Level 3” risk category by the U.S. Centers for Disease Control and Prevention (CDC)

### **Business and Operational Contingency Planning**

Currently, we do not foresee any disruptions to our business operations or our ability to meet our customers’ service needs. Our supply chains are sufficiently robust and flexible to ensure we will receive the materials we need to meet our projected demand. Furthermore, our operations are currently comprised of six production facilities located in three cities across the Chicagoland area, which provides us some degree of redundant capacity. Additionally, we have developed local strategic partner relationships to buttress our production capabilities as needed.

We have an existing Pandemic Business Continuity Plan, and we are augmenting this plan to address the unique issues created by the current situation. We are monitoring both the dynamic spread of this disease and the evolving response of our government and health authorities. A cross-functional team is using this information to assess our situation daily and modify our approach accordingly. We believe our planning will help us avoid any business interruptions for our customers.

As we navigate this time of unprecedented uncertainty together, I want to assure you that our team is 100% committed to achieving the dual goals of maintaining the health and safety of everyone while maintaining exemplary service to our customers.

Please contact your SG360° sales or customer service representatives with any questions or concerns.

Sincerely,

John  
President & CEO