



**MODULAR BY DESIGN™**

## A Letter to Our Customers

Together, we are all facing a truly unprecedented situation. The COVID-19 (global coronavirus pandemic) is affecting us all and our very way of life. During this time, Wilcox wanted to reach out and update you on how we're approaching the COVID-19 situation both locally as well as globally.

To begin with our key focus is to maintain the health and safety of our employees, our families and our communities. Our thoughts and prayers go out to the people who have been affected by this virus, either directly or indirectly. We are truly inspired by the selfless healthcare workers and first responders around the world who are on the front lines working tirelessly to care for people in need, as well as the medical research professionals working to develop solutions that will hopefully bring this situation to a quick end.

Until that time and to ensure business continuity, we at Wilcox are following our Contingency Planning Team's daily assessment of risks and mitigating actions. Processes are being developed and executed according to our framework for risk and security management. This framework covers the Wilcox value chain including employees, customers and suppliers alike.

Wilcox has introduced company-wide restrictions in line with CDC and Government recommendations including travel bans, event participation bans, limited physical meetings in our facility, and working from home when possible. We have also initiated strict supply chain protocols for products entering and leaving our facility in an effort to better protect our customers. We continuously follow the advice and information from local health authorities and will adjust actions accordingly in the days to come.

Our company is dedicated to our customers with our promise to provide capability, performance and lasting value, with integrity, responsiveness, and trust "most of all trust". We have an amazing team at Wilcox and all share the same passion and dedication to our customers. This moment reminds us that we're all connected like never before.

As we move forward, we'll be sure to keep you updated on relevant activity, processes and policies shaped by current events. As always we value your questions, ideas and feedback. Thank you for your understanding. We appreciate your support in safeguarding the health of our community and contributing to the world's efforts to contain the outbreak.

Best Regards,

Jim Teetzel  
CEO  
Wilcox Industries Corp.

