

March 22, 2020

Re: Continuing Essential Business Operations

Dear Valued Customer:

With a growing number of communities and businesses impacted by the coronavirus (COVID-19), I wanted to let you know that Rotex Global, LLC (Rotex) is still operating and is committed to remaining a trusted partner for our customers. Even though we find ourselves facing challenges, Rotex is driven to fulfill our obligations to customers. Rotex remains equally committed to the health and safety of our own team, as well as the communities in which we live and operate.

We are constantly evaluating our operations and supply chain to keep up with a dynamic marketplace and are continuing to work hard to deliver our products and services in as timely a fashion as possible. Rotex has a Contingency Planning Team working to ensure we have plans in place that will allow us to continue to operate effectively, provide quality products and support your needs.

Because of the industries and end uses that our customers support, we believe that Rotex is an essential critical infrastructure business, as described in the Department of Homeland Security, Cybersecurity Infrastructure Security Agency, [Memorandum of Identification of Essential Critical Infrastructure Workers During COVID-19 Response](#) issued on March 19, 2020 (“CISA Guidance”). The CISA Guidance further detailed President Trump’s guidance: “if you work in a critical infrastructure industry, as defined by the Department of Homeland Security...**you have a special responsibility to maintain your normal work schedule.**” The CISA Guidance identifies “Critical manufacturing” as “Workers necessary for the manufacturing of materials and products needed for medical supply chains, transportation, energy, communications, food and agriculture, chemical manufacturing, nuclear facilities, the operation of dams, water and wastewater treatment, emergency services, and the defense industrial base.” Also, the Ohio Department of Health issued a Stay At Home Order on March 22, 2020, and incorporated the CISA Guidance above into its definition of essential businesses that could continue to operate.

We need your assistance in prioritizing orders that also support essential businesses as defined in the CISA Guidance. If you have also identified your business as an essential critical infrastructure business under the CISA Guidance, please include the essential critical infrastructure definition applicable to your company at the time of your order so that we can ensure there are no delays in fulfilling your order. As well if you have orders with Rotex and have idled your business or are unable to accept orders at your facility please inform us so we can prioritize our production.

For our essential employees that must be onsite to perform the important work that we are doing, Rotex is following the guidance of international health authorities and making sure we put in place the recommended processes to prevent the spread of the virus and support the ongoing well-being of our employees, vendors and customers. To help prevent the spread of the virus, our field service staff will be practicing social distancing, as well as refraining from shaking hands. We know you are dealing with these same health issues in your business and ask for your support in helping protect our associates and other business partners by taking the necessary precautions recommended by the US Center for Disease Control (CDC).

All of our actions are from a mindset of *prevention – not panic*. While there are many unknowns on the near horizon, I am confident we are prepared to continue serving you and the needs of your business. We are honored to be partnering with you, and I look forward to any additional assistance I can provide you to help your business succeed in these challenging times.

Sincerely,

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President

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