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March 22, 2020

Dear Valued Customer,

As the COVID-19 outbreak continues around the world, we understand the concerns you may have on the potential impact and disruption of supply.

On March 22, 2020, the Governor of the State of Ohio issued a Stay at Home Order for Ohio residents. This Order does NOT apply to Novagard, as we are deemed an **“Essential Business”** under the guidelines contained in the Order. We are a manufacturer in the supply chain to critical industries like Construction/Commercial Facilities, Chemical, Defense/Industrial, Energy and Transportation Systems Sectors. We are **OPEN FOR BUSINESS** for all of our customers.

In order to continue production safely, while protecting our workforce, Novagard is actively managing the situation within our own facility.

We are following CDC guidelines and recommendations regarding social distancing and hygiene. Sanitizer stations have been set up throughout our facility. Staff members have been instructed to avoid any person-to-person contact and maintain a 6-foot distance from other employees at all times. Doorknobs and surfaces are being disinfected twice a day. To further de-densify our workforce, non-production employees are working from home and rotating into the office on an as-needed basis only.

We are encouraging all meetings to be conducted virtually. Visits to our offices are not permitted, except in extreme circumstances. Please Note: Visitors to our offices are restricted to the front lobby. Truck drivers are restricted to the shipping dock.

We understand that you rely on materials from Novagard to keep your businesses running, and we take that responsibility seriously. For as long as Novagard is permitted to do so, we will make every effort to continue delivering our products on schedule. We are in contact with our suppliers, and at this time we have no reports of any raw material supply issues that would potentially interrupt our operations and our ability to serve our customers.

Novagard continues to monitor state and federal government for additional instructions and guidelines.



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We thank you for your continued partnership with Novagard, and we look forward to a return to normalcy once this crisis abates.

Best wishes,

Sarah E. Nash
Chairman, CEO, & President