



March 23, 2020

RE: Coronavirus (COVID-19) Update

Dear Friends and Partners:

Our thoughts are with everyone impacted by the COVID-19 pandemic. During such challenges, it is important that we unite and support each other. IDEAL is focused on the wellbeing of our global community – our employees, our customers, our partners and our collective families.

During these uncertain times, we want you to know our plants and operations are running at high levels of productivity, within the guidelines currently in place to keep people protected. We are committed to doing our part to minimize the impact of this virus, while providing you with the tools and products you need to keep essential services running for our communities – especially at this crucial time, with increased pressure and accelerated demand.

Our sales teams, while working remotely to ensure appropriate social distancing, are available for you, actively working with customers and communities to ensure your supply chain is not interrupted. We will continue to safely manufacture and ship products along with providing the appropriate support services required. In some cases, given our ability to manufacture locally in various locations, we may be able to help you solve for items that might be interrupted from other suppliers. Obviously, this could change should the government or environment warrant such steps, but our teams are constantly reviewing our entire supply chain to ensure flow of materials is not interrupted and we meet our delivery schedules.

We have assembled a Task Force that meets regularly to discuss activities across our global business and monitor the quickly changing dynamics. We have already implemented plans to promote and increase workplace cleanliness, social distancing and remote work where possible. We strongly encourage any employee who feels sick or has been exposed to someone ill, that they stay home and contact us to avoid possible exposure to others. In addition to global policies, many actions are being handled at the local level to ensure swiftness and compliance with various regional and government requirements. Every location has a different set of circumstances, and we are acting with urgency to deal with all situations appropriately.

Getting through this crisis will require all of us to work together. We are grateful to our dedicated teams for their tremendous efforts, just as we are grateful to you every day for your business and partnership.

We will continue our vigilant oversight to protect and deliver.

Please stay safe and contact us for any questions or concerns you may have.

Sincerely,

Steve Henn  
CEO