



**Dear Valued Customer:**

These are the times when dependability, availability and sanitizing are at their most important. Here are some of the steps we are taking to responsibly and efficiently support you:

- Our associates have been trained and equipped to disinfect units we work on in accordance with CDC guidelines and best practices, before and after service is completed. Ensuring the safety of your employees and our technicians is foremost.
- Washing hands thoroughly every 60 minutes for at least 20 seconds with soap and water.
- No physical interaction policy: foregoing handshakes and other greetings that require physical contact.
- Maintaining a 6-foot distance from one another.
- Self-monitoring and reporting to management daily on medical status and surveying for symptoms.
- Where customer interactive tools are traditionally utilized (e.g. electronic signatures on phones/tablets); they are eliminated until further notice and alternative methods established.

Douglas is prepared to assist your business, now and into the future, taking extra measures to ensure your employees and our team's safety and health. We recognize you are under pressure given the continuously changing landscape and that we are an extension of your operation's ability to maintain function, effectiveness and cleanliness.

During times like this, communication is critical. We are committed to ensure availability and support as needed, remaining fully operational. Should it become necessary, our staff is enabled to work remotely as this will reduce the risk of operational interruptions. Our goal is to provide transparent and prompt service and communication in order to support your continued success.

By delivery of this announcement, we wish to confirm that Douglas qualifies as an "essential business" under the orders currently applicable to it. As such, we will continue to operate.

We are fully committed to meeting the critical supply needs of our customers, constantly monitoring developments and carefully planning our operations to mitigate the pandemic where possible. If new guidelines are issued or our status changes, we'll proactively communicate the information. Please feel free to contact us if you have specific questions.

We hope your friends, family, and coworkers remain healthy during this challenging time. Thank you for your continued trust and confidence in Douglas Machines Corp.

Highest Regards,

**Paul Claro**  
**President and CEO**