



Dear Valued Customer,

Coronavirus (**COVID-19**) is creating a significant economic impact on the local and global economies, and Coiling Technologies, Inc. is proactively monitoring the situation. As a valued part of our organization and business partner, we want to assure you that we are taking appropriate measures to address the impact the virus may have on our business operations. Our number one priority is to the health and wellbeing of our fellow employees and business partners.

Our operations have not been impacted at this time. Presently we are operating under normal capacity and are maintaining normal office hours from 7:30 AM to 4:30 PM CST. As the virus progresses, we have an operational continuity plan that will support our business, as well as the needs of our employees and customers. We can adapt to the changing situation to serve our customers the best way possible.

- Emergency response personnel (HR) to respond immediately to information provided by the Centers for Disease Control and Prevention (CDC) and local government agencies.
- An internal plan to ensure we protect the health of each other in the workplace. We are mindful of our employees' health, employing clean workspace habits.
- Social distancing is in practice with fellow employees, customers and guests. If necessary, office staff maybe asked to work remotely.
- In the event someone does contract the virus, we will conduct an internal investigation to find out who that person has been in contact with, and send them home for screening and if anyone exhibits signs of having an illness they will be sent home to minimize further contamination.

During this situation, we will maintain open communications with our customers in the event it starts to affect CTI's operations directly. Such as hours of operation for both office and manufacturing areas. During the period the virus remains a public health issue, please be especially vigilant in keeping yourself and others healthy:

1. If you have traveled to/from China, Korea, Italy or other high-risk areas in the last 30 days, we ask that you do not to come on site.
2. If necessary, we can leverage remote conferencing technology and communication tools to conduct any meeting requests.
3. Utilize Courier services in lieu of hand caring materials, product or samples to our site.

As this situation continues to evolve and change, we will be updating our protocol to match those changing circumstances.

Sincerely,

Coiling Technologies Management.