



March 13, 2020

COVID-19ltr

To all our valued customers and industry partners,

On behalf of all of us here at SLD Technology, our hearts go out to anyone impacted by COVID-19 (coronavirus), including all those diagnosed with the virus as well as their families and friends. With our focus on the health and safety of our employees, customers and neighbors, we recognize the need to communicate how the virus is impacting our business and what we are doing to prevent its spread.

We understand that you may have questions and concerns regarding SLD Technology and what this outbreak means for our business. Our executive team has decided to take a proactive approach to the situation and communicate, up front, some of the steps we are taking to minimize the spread of COVID-19 and mitigate potential impacts to our business. Let me start by saying that at this time we do not anticipate any changes in pricing or lead time for our products. In fact, we have just completed a major process improvement project that has allowed us to reduce our lead times significantly, even with the large increase in volume we have seen over the past year. Our company has grown steadily, and we have taken significant steps to increase our capacity and throughput in order to handle this growth. We are better equipped, now, more than ever, to handle even the largest of projects.

So, what is SLD Technology doing to ensure that your projects will stay on track?

Our leadership team has been in contact with each of our component and vendor partners to discuss what they are doing to identify and mitigate any impacts to supply. We have now identified all components that could be at risk of shortage and have increased our normal orders to stock for those items in order to prevent any potential disruption to manufacturing. We have asked our suppliers to inform us immediately in the event any potential for disruption is identified. SLD Technology has implemented employee policies that will help to maintain a safe, healthy workspace for our team members and allow our staff to work remotely without disruption to business, if it becomes necessary to do so. We are training our teams and taking all necessary precautions to prevent the spread of the virus and have requested that team members stay home if they feel sick in any way.

The truth is that we don't know what we don't know. It is anticipated that this virus will take a toll on the US economy for some time. Rest assured that SLD Technology is in very good financial standing and we have no debt. This is important to emphasize because you need to know that our company is more solid than ever, and your projects are not in any danger.

I want to personally thank you for working with SLD Technology, and let you know that we value our relationship. As always, if you have any questions or concerns please [contact us](#) and we will respond as soon as possible. Additionally, we have implemented a COVID-19 resource page on our website to address questions pertaining to COVID-19 and its impact on SLD Technology. You will find the page at www.SLDus.com/covid-19. This is a fluid situation so please check this page regularly as we will be making updates as more information becomes available.

Stay safe, stay positive, and know that we are doing all we can to minimize the impact of COVID-19 on our business.

Sincerely,

A handwritten signature in blue ink that reads "Kevin Schreiber". The signature is written in a cursive, flowing style.

Kevin Schreiber
President
SLD Technology, Inc.