



DT: March 16<sup>th</sup>, 2020  
TO: Cristek Customers  
RE: COVID-19 Impacts, Plans & Risk Mitigation

Dear Customer:

The purpose of this letter is to advise you that as of this date, all three Cristek factories remain fully operational. Cristek is working on ways to protect the health and welfare of its employees while minimizing potential impacts to deliveries for our customers. We are following CDC guidelines and working to maximize “social distancing” for our employees, customers and suppliers, including possible rescheduling of work to also support the need to care for children whose schools are being closed. We have begun to experience higher than normal seasonal absences and are developing plans to respond to various absence rates. Given the circumstances, we intend to meet our current promised and scheduled deliveries. However, we are currently unable to accommodate any expedite requests. Of course, we will be in touch immediately with any changes, either internal or government mandated, that have specific impacts to existing commitments.

Below is an outline of other actions and plans:

- **Internal Factory & Cristek Employees**
  - Closed all facilities to non-employee access.
    - Requesting source inspection waivers but continue to allow access.
  - Implemented all CDC hygiene and social distancing guidelines
  - Continuing education of our employees
  - Suspended all employee travel
  - Reduce or eliminate the number of in-person meetings, and/or reduce the list of attendees.
  - Dedicate employees to wiping down/disinfecting surfaces most likely to be touched
- **Supply Chain**
  - Initial canvass of all key suppliers revealed no specific impacts to material required to support deliveries of the next 90 days.
  - Sent a follow up written survey to ascertain risks beyond 90 days to inform our next risk mitigation and customer communication.
  - Arranged additional credit facility to support early acquisition of raw materials, if needed
- **Other Business Continuity/Risk Mitigation**
  - Reviewed and activated other indicated aspects of our business continuity plan
  - Considered feasibility of shifting work among facilities if indicated
  - Exploring the potential of adding night/weekend shift opportunities
  - Reviewing work from home options for administrative and support staff

Rest assured that we understand the obligations to keep our customers informed, operate within the Defense Priorities and Allocations System (DPAS) and overall, maintain a Warfighter focused customer service posture. Aside from specific order updates, we will periodically update you as circumstances evolve. In the meantime, please continue to direct your specific inquiries to your appointed Cristek Account Manager. Thank you for your trust in Cristek and, most importantly, we wish you continued good health during this uncertain time.

Sincerely,

*Cristi Cristich*

Cristi Cristich  
President/CEO

Brandon Roemer  
Director of Sales and Marketing