

March 23, 2020

Radiac Customers,

Although the global outbreak of COVID-19 has presented challenges to all of us, Radiac continues to be open for business and ready to meet your needs. The entire Radiac team is working diligently to continue to provide all of our customers, many of whom are serving and supporting essential and critical services, with the highest level of service during this global health crisis.

We recognize that many of our products are directly linked to companies seeking to respond rapidly to certain shortages and are needing to respond to supply chain disruptions elsewhere. We are committed to responding as flexibly and rapidly as possible if and when required. At this time we do not believe there will be any disruptions in the supply of raw materials or finished products. Our production and supply chain continue to be fully operational and there are no restrictions on product availability or on the timeliness of deliveries.

The health and welfare of our employees is critical to us, and we have taken many steps to safeguard their personal circumstances and on-going well-being. As such we have implemented a series of business continuity measures that should allow us to operate continuously, keep our employees safe and provide seamless service:

- We have introduced rigorous cleaning and sanitizing procedures in our factory operations and implemented protocols that meet all recommended social distancing. We have suspended all but the most critical visitors and minimized on-site staff in each of our locations.
- All non-production employees have begun to work remotely. Our teleworking infrastructure is operational, has been tested and is working robustly to ensure the continuity of critical business processes.
- Our Customer Service Team continues to process orders, answer questions, and provide quotes. For the most expedient service, please email customerservice@radiac.com.
- Our field sales team and application engineers continue to work remotely but have limited their non-essential travel. We will continue to provide support to our customers on any technical or commercial issues on a remote basis. If you have a technical question or need insight on an application, our Tech Support Team is eager and available at techsupport@radiac.com.

Radiac is here to help you and your business get through this crisis with confidence. We will continue to monitor the situation closely and will provide prompt communication of any arising issues and implement any countermeasures that are required

We hope that you and your families are safe and healthy.

Sincerely,

Scott Novak
Vice President of Sales
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