



March 23, 2020

## **CUSTOMER ADVISORY: NOVEL CORONAVIRUS (COVID-19) RESPONSE**

To Our Valued Southco Customers and Business Partners,

As the global impact of the Coronavirus (COVID-19) continues to be felt around the world, we are continually monitoring and adapting to the changing situation. In all we do, the health and safety of our people, customers, and the greater community is our first priority.

Southco components are an integral part in essential industries including medical equipment, and freight transportation. We continue to strive to support these key industries, while maintaining compliance with all orders passed by applicable jurisdictions regarding what businesses may continue to operate.

Ten of Southco's eleven global manufacturing facilities remain in operation, including our facilities in Pennsylvania, USA and New York, USA. We take pride in the contribution our people in these facilities make by providing components for medical, defense, and transportation equipment. Effective March 23, Southco's facilities in India are closed until March 31 per government directive. We have implemented measures across all locations to ensure the safety of our people, and to minimize the risk of supply disruption. These measures include:

- Establishing a cross-functional, executive management incident response team to monitor and respond to ongoing developments with respect to COVID-19
- Prohibiting travel to high risk countries and restricting non-essential travel
- Creating social distancing through remote working where possible
- Training and emphasis on effective hygiene practices
- Employee health monitoring and enhanced environmental cleaning procedures
- Establishing strict limitations for visitors to our facilities

We continue to look to the recommendations of health authorities, including the U.S. Centers for Disease Control (CDC), and the World Health Organization (WHO) as well as all local health and safety regulators to determine the best health and safety practices.

While production continues, we anticipate that worldwide travel restrictions, as well as backlog in the supply chain will continue to increase some delivery times for the foreseeable future. Our customer service teams are working diligently to provide any impacted customers with timely updates.



If you have specific questions, please do not hesitate to contact Southco's Customer Service team at [info@southco.com](mailto:info@southco.com), or check our website, [southco.com](http://southco.com), for your local customer service center.