



Dear Valued SUNDEK Customer,

I hope this note finds you well. SUNDEK is closely monitoring developments with respect to COVID-19, including information and guidance published by healthcare authorities around the globe.

SUNDEK is open and maintaining normal operations. To ensure that we can maintain normal operations as the spread of COVID-19 continues, we have activated our business continuity plans, which include spinning up our corporate and local incident management teams, who are responsible for overseeing our response to the evolving situation.

COVID-19 has not impacted SUNDEK's ability to deliver any services at this time. Our strategy for business continuity includes:

Following CDC guidance to institute training and preventative measures to reduce the chance of infection in the workplace. Some of these precautions include:

- Washing hands often for 20 seconds or longer
- Enforcing social distancing, at least 6 feet apart
- Employees who are able to work remote, do so
- Mandating that any staff stay home if feeling ill or if they have been exposed to someone who has tested positive
- Thoroughly sanitizing our work areas daily
- Using hand sanitizer regularly

In order to focus on the safety of all, we are asking our staff, both sales reps as well as our crew members, to stay outside the home and practice social distancing measures. Our sales reps will continue to visit and provide estimates as usual, with the new precautions in place and our crews will continue to install products.

We thought it was important to point out that our SUNDEK products include an antimicrobial component which is beneficial in keeping bacteria to a minimum. These components have been a part of the SUNDEK product line for many years, as we always take health and safety seriously. If you would like more information regarding the benefits of antimicrobial as it relates to SUNDEK's concrete overlays, speak to your sales rep or call our office.

Thank you for your business as we all work hard to navigate through these challenging times. Rest assured, we are 100% focused on supporting you in the coming days and weeks. We will communicate updates to our plans and notify you of changes to the availability of SUNDEK services or offices should the need arise.

Thank you again,

A handwritten signature in blue ink, appearing to read 'Don Snider', with a long horizontal flourish extending to the right.

Don Snider
Vice President Operations