



March 18, 2020

To the Customers of Taylor Devices:

Since the Coronavirus situation throughout the world is changing continuously, we would like to provide an update to the current situation here at Taylor Devices.

We continue to monitor and adhere to the advice of the appropriate public health agencies. Our Executive Management team is in continuous communication with each other and we are reacting accordingly to minimize any possible impacts that this situation may cause in satisfying all our customer's needs.

We continue to follow the Center for Disease Control (CDC), Occupational Health and Safety Administration (OSHA) and the Niagara County Health Department for news and advice on steps that should be followed. We are following the recommendations of those agencies.

Please be assured of the following points:

- TDI Management currently does not believe that the situation has adversely affected our ability to meet our obligations to our customers. Our workforce remains confident, high-spirited and healthy. We have a sufficient workforce that can adjust their work schedules as the need arises. We remain confident that we will meet any challenges that the situation will present to us.
- Our Purchasing team is in continuous communication with our suppliers so that we can be updated on any delays that may occur. To date, there still have been no delays in receiving our raw materials, purchased components or outside services that affect our final product.
- We are managing this crisis with plans and protocols, which includes the ability for many of our employees to work remotely and seamlessly to support our customers while keeping our employees safe.
- Our cleaning service at our factory has stepped up cleaning and disinfecting, especially in high-use areas such as bathrooms and lunchrooms.
- We have eliminated non-essential travel.



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- We have put into place a policy of reporting any personal travel by staff or family members outside of Western New York to Human Resources to determine if any quarantine measures will need to be taken, especially if the travel is to high-risk exposure areas or on cruise ships.
- We have added a formal visitor pre-screening process that we now require all visitors that enter our facilities to complete.

Please be assured that Taylor Devices continues to hold a very high standard for all our customers while ensuring the safety of all our employees and our professional associates. Our Sales Staff is always available to answer any questions that you may have, and we will continue to support our customers to the absolute best of our abilities.

Thank you very much for your confidence in us to manage this challenging situation.

Alan Klembczyk
President
TAYLOR DEVICES, INC.