

Dear Valued Customer,

In this time of uncertainty, I wanted to reach out and update you on how Tech Electronics is approaching this situation.

First, our thoughts and prayers are with anyone who is being impacted by the virus. Second, the health and safety of our employees, customers, and vendors is our top priority. We are implementing procedures to mitigate risk to our employees and our customers, while still providing support to you during this health crisis.

The following safety procedures will be in effect for the next 30 days, with the ability to adjust if necessary.

Our enhanced safety measures include:

- Tech Electronics' team members will be working remotely from home as much as possible. We will be conducting most, if not all, meetings virtually.
- All remote support and on site field services will still be available.
- If you need to drop off material to Tech Electronics, please contact the main office at 1.800.832.4789 for directions to our drop off locations.
- Pre-confirming all dispatch and service calls before sending technicians to a job site, especially any healthcare facilities.
- Following all required precautionary measures put in place by our customers before entering the job site.
- Providing hand sanitizers, surgical gloves, and wipes, allowing our employees to maintain a clean environment throughout the day.
- Restricting all business travel for employees.
- Requesting customers to contact us if exposure becomes a possibility after an employee has been on site.
- Requiring all employees to disclose personal air travel plans (international and domestic) and abide by CDC quarantine guidelines.
- Requiring employees to notify us if they or a family member has tested positive and/or has been exposed.
- We are actively monitoring updates from government agencies and are abiding by all [CDC guidelines](#).

We appreciate your understanding during these unprecedented times. We are working to continue to serve you, our customers, as safely as possible and are doing our part to reduce the spread of the coronavirus. Any updates to the above will be communicated as often as possible.

Thank you,

*Kurt Canova*

Chief Executive Officer | Tech Electronics, Inc.