

# VAN HORN, METZ, & CO., INC.

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## **ANNOUNCEMENT – CORONAVIRUS UPDATE**

DATE: March 14, 2020

Dear Valued Customer,

Like so many of you, we have spent the last several days and weeks learning about the Coronavirus (COVID-19) and how it is impacting our world. For Van Horn, Metz & Co. (VHM), that means understanding how it affects our employees and customers, and then making the necessary adjustments to our work and operations.

We are closely following the Centers for Disease Control's (CDC) guidelines and recommendations on the steps we can take to help prevent the spread of the virus. We have shared specific instructions with our employees on the importance of following these steps properly. Per CDC recommendations, we will ask employees who have traveled to such locations or have been exposed to others who have traveled to such locations to self-quarantine for 14 days.

A strict travel policy for our employees is in place, and we have canceled meetings with large gatherings to do what we can to help prevent the spread of the illness. Also, unless a meeting with your sales representative is crucial, we suggest that our employees take advantage of the other communication tools available to them to create an easy and unique platform for your meetings.

In regards to our daily operations, employees working in key departments are being set up to work entirely from their home if necessary. Customer Service, Purchasing and Accounting can perform most of their duties remotely if the time comes and we cannot be in an office environment. Shipping and Logistics will operate under the guidelines and recommendations set by the Government and State Officials.

As it currently stands, our suppliers have not expressed any concerns with their ability to manufacture and ship their products on-time. If we hear about such delays in the future, we will immediately communicate the news with those customers that will be affected.

We will continue to closely monitor the situation and we will make any adjustments to our precautionary plan as necessary. We remain committed to providing the best possible service to you under these exceptional circumstances.

Thank you for your attention to this notification and for your business with Van Horn, Metz. Please do not hesitate to contact your VHM representative if you have any questions or comments.

Sincerely,

A handwritten signature in black ink, appearing to read "Barrett C. Fisher III".

Barrett C. Fisher III

President, Van Horn, Metz & Co.