



March 26, 2020

Dear Valued Customers,

Phifer Incorporated has never been more committed to taking care of our employees, serving our customers and providing support to our local communities. While the COVID-19 global pandemic has redefined our normal way of life, our mission – To Serve Our Customers – remains the same.

In the 67 years since our founding, Phifer has weathered through and adapted to many challenges. Our first priority has always been the safety and welfare of our employees. This goes beyond incorporating best practices for health safety. We consider it paramount that our employees' livelihood and the continued success of our customers also be protected.

To this end, numerous initiatives in employee education, social distancing, hand-sanitizing and increased facility cleaning are proving effective. Policies are in place to ensure only healthy employees and visitors are allowed on our campus and our COVID-19 response team meets throughout the week to assess current practices and adapt when necessary to CDC and government policy changes.

Our employees share great pride in the products they produce and in the customers that we all have the privilege to serve. We will continue to deliver the quality products you expect with on-time delivery within federal, state and local government guidance for our operations. As we respond to the ever-evolving coronavirus outbreak, be assured that we have a plan in place to maintain the continuity of our business and your supply of Phifer products.

Our thoughts and prayers are with each of you and your families during this difficult time. Our hope is that you stay healthy and safe as we look forward to a time when COVID-19 is remembered for making us a stronger company, employer and supplier.

Sincerely,

A large, stylized handwritten signature in black ink, appearing to read "Mark Edwards". The signature is fluid and cursive, with a prominent loop at the end.

Mark Edwards  
*Senior Executive Vice President*  
*Chief Marketing Officer*