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Dear Customers,

I'm writing to update you on Pyrotek's efforts to serve our valued customers as this turbulent period caused by the COVID-19 Global Pandemic continues. As always, I want to reinforce our top focus is the health and well-being of our 3,000 global colleagues, and all the employees of our customers around the globe. Every action we take and every decision we make will be in this context, whether it's directing our staff to work from home or conducting customer meetings over digital channels rather than in-person. I know you are also taking similar steps and we commend your focus on employee and community safety.

Currently, all Pyrotek facilities remain operational, as we are deemed an "essential manufacturer" in most jurisdictions, across the 35 countries we operate. Since March, we have had some facilities with positive COVID-19 infections. We quarantined those who had tested positive, and temporarily closed those shifts/facilities for a period consistent with local health officials and CDC guidance. After undergoing extensive cleaning, and introduction of new mandatory employee screening, as well as vigilant social distancing protocols, all have re-opened without further incidence, and all our people have recovered safely.

Like most of you, Pyrotek has been impacted with decreased demand and some associated furloughs and layoffs. Our global presence and close proximity to customers continues to be a strength that we rely upon; so far, we have had very few manufacturing delays, and most delays have been related to limited transportation. In all cases, our sales engineers or customer service people will stay in touch with your teams to confirm any changes in the status of your orders and to answer any questions.

We are supportive of the aggressive steps that political and healthcare leaders have taken to contain the COVID-19 virus, in hopes of returning to our daily lives and a robust marketplace. In the meantime, my company's leadership team continues to monitor the situation closely, ensuring that we support our customers while being vigilant about our role to help battle this global challenge of COVID-19.

Thank you for your continued trust and partnership, and my best wishes for the health and safety of your staff, family, and friends.

Sincerely,

Don Ting
President