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July 9th, 2020

Subject: Company Response to COVID-19

First of all, our hearts go out to everyone who has been impacted by this massive health and economic crisis, as its influence has been extraordinarily deep and widespread. Like all of you, we continue to adapt to a rapidly changing business environment, with the goal of providing the same exceptional products and service our customers have come to expect over the years.

Cresswood has been designated “*Essential Business*” by the DHS. Our Cortland facility shall remain in full operation in the event of any future Local, State, or Federal shutdown according to [CISA Guidance on Essential Critical Infrastructure Workers-1-20-508c](#)

- **State of Illinois – COVID-19 Status Update:**

As of July 1st, all regions in the state of Illinois entered [Phase 4](#) of the 5-phase [Restore Illinois](#) plan. This signifies that the state is in the **REVITALIZATION** phase in its recovery, and conditions are there to support further re-opening measures, including larger social gatherings, further school and business reopening’s, and travel.

In-line with state’s improving COVID-19 trajectory, Cresswood will be resuming most business travel to best serve our customer’s needs. We will, however, continue to evaluate each travel request on a situational basis, as no one policy can adequately address the variety of risk levels across the country and how rapidly conditions evolve. If the risks with travel are determined to be too severe, we may decide to postpone the request until safety issues have been resolved. With all site visits we will share our COVID-19 protocols in advance and request that our [PRE-SITE VISIT QUESTIONNAIRE](#) be completed for each person involved in the meeting. Video support, meetings, and other remote technology will continue to be promoted whenever practical, as Cresswood considers this part of the new business normal. We greatly appreciate your understanding, cooperation, and patience as we are doing our best to navigate thru this pandemic safely.

- **On-Time Delivery:**

Cresswood is as committed as ever to keeping our delivery promises, and we continue to operate at full capacity at our Cortland, Illinois facility. We maintain close relationships with all our suppliers to ensure smooth, predictable, and orderly operations.

Finally, we here at Cresswood want to offer our sincere appreciation for all the exciting new partnerships and opportunities, and a heartfelt thanks to our existing customers for your continued loyalty during these difficult times.

A handwritten signature in black ink, appearing to read "Ryan G. Butzman", written over a white background.

Ryan G. Butzman - President