



March 19, 2020

To Our Valued Customers,

On behalf of all employees at Victor Insulators, I would first like to express the hope that you, your family, and your employees are and remain healthy. To anyone whose family has been directly impacted by the coronavirus (COVID 19), we offer our thoughts and wishes for a full and swift recovery.

As the country and world face the Covid-19 pandemic Victor Insulators is striving to make the best decisions with two goals in mind: The first is to protect our customers, employees and their families. The second is to do the best we can to serve our customers. We want to inform you of the measures we have taken to ensure the safety and health of our employees and that business continues uninterrupted across all our offices in the US.

- To protect the welfare of our employees, we have instituted appropriate protocols to allow employees to work from home as needed and as indicated by guidance from governmental and public health authorities. Enabling employees to work from home will also ensure that we are able to meet your needs in real time.
- No outside visitors, only visits that are essential for emergency needs are allowed
- All international business travel has been discontinued, and non-critical business travel will require approval from management.
- Employees are encouraged to use teleconference and video conference as much as possible as both an alternative to travel and a way to remain in close contact with clients.

In addition, we will continue to monitor this situation and the measures we take will evolve as necessary, taking into account the needs and safety of employees, clients, and our communities.

With all best wished for your safety and health,

John Tinsley
VP of Sales