



Date: March 23, 2020

To: Valued Customers

From: Andrew R Koch, VP Sales and Marketing

Re: Covid-19 Update, Customer Memo

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Dear Valued Customer:

The purpose of this communication is to keep you informed of what is going on at HA-International and how it relates to our reliable supply of foundry consumable products. As you are well aware, on March 16, the President of the United States issued updated Coronavirus (COVID-19) guidance. Businesses and employees in the **Chemicals, Transportation, and Energy** sector(s) are listed as essential businesses and critical infrastructure workers. It is essential to keep foundries operational that support these critical industries by providing necessary raw materials, chemicals and other products during these unprecedented and uncertain times.

**Accordingly, HAI and its contract partners are currently proceeding with operations as an essential business and critical infrastructure supplier to the foundry industry.** HAI's goal is to maintain its operations while also ensuring the safety and health of HAI's employees.

In response to the novel Covid19 virus, HAI has continued international and domestic travel restrictions, made special provisions to allow for social distancing, remote and flexible work arrangements for employees who are not required to work in place operations and enhanced cleaning and sanitation across all of our facilities, among other efforts. We continue to go the extra mile to keep our manufacturing and laboratory facilities running to ensure we are able to keep our customers operational.

The situation continues to be extremely fluid. We will continue to provide frequent updates as required. If you have any comments, questions or concerns, please feel free to reach out to your HAI regional sales manager, technical sales representative or me directly at 630-487-1138. Thank you for the continued support and we look forward to working with you through these unprecedented and difficult times.

Best Regards,

A handwritten signature in black ink that reads 'Andrew R. Koch'. The signature is written in a cursive, slightly slanted style.

Andrew R Koch, VP Sales and Marketing  
HA International, LLC  
630-487-1138