April 24, 2020

Subject: UPDATE/COVID-19

Dear Valued Customer,

It has been one month since our last update about our business operation during the current Coronavirus (COVID-19) pandemic. We wish to provide you with information on our ongoing strategy to mitigate risks and ensure our ability to deliver product to you.

Last month, we activated our SOP 1.8, Disaster Preparedness and Recovery Management Policy and I am pleased to say that after settling in to the “new normal”, it is working quite well for us. Our entire company remains dedicated to serving the needs and challenges affecting our industry and especially those that are fighting to develop the cure, test, and treatment of COVID-19.

Present Situation Update:
All Sani-Tech and SaniSure® manufacturing facilities continue to operate at normal levels. There have been no reported cases of the Coronavirus within our organization and we continue to take an aggressive approach through health management precautions to ensure our workforce is stable. As the situation and knowledge base has evolved, we have implemented the advice from credible health organizations such as the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC), and European Center for Disease Prevention and Control (ECDC). Additionally, we have been attending “drop-in calls” hosted by BioPhorum Operations Group (BPOG) and Resilinc (of which we are members) that are focused on supply chain issues, trends, and projections related to COVID-19 and have begun to augment our inventory levels where necessary to mitigate shortfalls.

The demand for product has been strong. Many customers have placed large blanket orders to secure their place in line as demand for product increases and this has been very helpful for our planning. We have also prioritized orders that have been identified as required for COVID-19 development projects. To date, we have received two notifications of increased lead times. A manufacturer of silicone tubing has increased lead times on overmolded silicone tube assemblies and major fitting component manufacturer has advised of inventory shortfalls due to increased demand. These notifications have not affected our overall performance abilities because we have sourced other tiers of supply for branded components and identified alternate suppliers for “like” components. Impacted orders will be dealt with on an individual basis unless there is an issue that affects our overall ability to supply product.

Ongoing Precautions and Escalation Plans
Sani-Tech West has increased awareness of personal hygiene and cleaning procedures in all manufacturing facilities and office buildings. We have adopted a notification system allowing us to understand travel history and exposure risk of our employees. Additionally, we have implemented an
employee/contractor/visitor screening process to identify any potential risk of exposure. Our new virtual audit program has begun and has been deemed a success with accolades coming from every auditor so far. Audits that were scheduled for March through May have been offered as virtual and continue as regularly scheduled. We will determine if there is a need to extend the program based on advice from Health Organizations.

**Contact Us:**
As the evolving COVID-19 information becomes available we will continue to adapt and update our customers.
Everyone at the Sani-Tech West Companies is with you every step of the way. We realize the important role we play and are proud to be part of the fight.

For any questions regarding our products, please contact your Sani-Sales Representative. If your representative is unavailable, please call our customer service team, toll free at (800) SANITEK. (800) 726-4835.

Please keep us updated on any operational changes that may impact your ability to receive our shipments.

Thank you for your time to read this and your continued business.

Sincerely,

Richard Shor
President and CEO
Sani-Tech West Companies
March 19, 2020

Subject: COVID-19

Dear Valued Customer,

We understand that you may have concerns regarding business continuity issues in light of the current Coronavirus (COVID-19) pandemic. In response, we wish to provide you with information on our strategy to mitigate risks and ensure our ability to deliver product to you.

We at SaniSure/Sani-Tech West are taking this situation very seriously. We have been monitoring the situation and planning accordingly since the initial outbreak. Our SOP 1.8 Disaster Preparedness and Recovery Management Policy regarding response to a Global Pandemic has been updated and activated.

Present Situation
All SaniSure manufacturing facilities continue to operate at normal levels. There have been no reported cases of the Coronavirus within our organization and we are taking an aggressive approach through health management precautions to ensure our workforce is stable. We have two clean rooms in separate buildings. In the event that we would be forced to shut down one of our clean rooms due to a possible case of Coronavirus, we have redundant clean room capabilities that will allow us to continue production. To keep this contingency in play, we have limited the movement of staff from one building to the other. Additionally, we are assessing current inventory levels and evaluating various plans to meet ongoing demand in the event of a short-term production disruption. We have not encountered any raw material supply issues and have not been notified of any pending issues.

Ongoing Precautions and Escalations Plans
SaniSure/Sani-Tech West has increased awareness of personal hygiene and cleaning procedures in all manufacturing facilities and office buildings. We have adopted a notification system allowing us to understand travel history and exposure risk of our employees. Additionally, we have implemented an employee/contractor/visitor screening process to identify any potential risk of exposure.

SaniSure/Sani-Tech West continues to work on expanding our response plan as the situation unfolds and will provide additional updates and information as necessary. In the meantime, please do not hesitate to contact your sales representative or customer service representative for specific questions regarding your account.

Sincerely,

Richard Shor
President and CEO
Sani-Tech West Companies