



January 26, 2021

**Subject: UPDATE COVID-19**

Dear Valued Customer,

It is now one year since we heard about a serious virus threat that may impact our lives. COVID-19 has become a worldwide pandemic and impacted every corner of the globe. SaniSure/Sani-Tech West has met the challenge of keeping our operation open and our employees healthy during this time. It appears that the measures we took towards environmental safety have been successful and continue to be so.

Unfortunately, there is very little we can do to control our employee's exposure once they leave our premises. We find ourselves having to deal with people being exposed to positive cases through family members or friends which has resulted in many missed man hours due to quarantine. All office staff that can work remotely are doing so however we have many functions that require physical labor such as assembly, inspections, shipping and receiving, etc. and some of these departments have been affected by a reduced headcount.

Impacted areas are as follows: The turnaround time of quotes, receiving of shipments, packaging, and shipping finished goods. We are working to mitigate supply chain issues and challenges resulting from the unprecedented demand for the products used in the development and manufacturing of COVID-19 vaccines, treatments, and diagnostic tests. And because of all these factors we are experiencing an increase in lead time for sterile products of up to 18 weeks.

We anticipate some recovery by the end of February 2021 and should be able to manufacture most products to our normal lead times on new orders.

We sincerely appreciate your patience and understanding as we work our way through these challenging times.

Sincerely,

Richard Shor  
President and CEO  
Sani-Tech West Companies