

Important Message

COVID-19

Update from PPC Insulators

March 16th, 2020



To Our Valued Customers,

We understand the growing concerns regarding coronavirus (COVID-19) across our communities, and there is no higher priority to PPC than the health and safety of our Employees and Customers. We want to assure you that we are taking the necessary measures to maintain cleanliness and promote a healthy environment.

What We're Doing:

- We have implemented meticulous additional cleaning procedures by increasing the number of wipes, hand sanitizers, and other cleaning materials available for daily usage at each employee's workstations.
- We are working closely with building maintenance to ensure that the level of cleanliness is maintained at a high standard.

- A strict travel policy for our employees is in place, that only critical and/or essential need to travel must be approved. Employees are advised to not travel to highly infected areas and are required to self-quarantine 14 days prior to returning to work.
- Effective Tuesday, March 17th, Employees from our Houston headquarters will be working remotely until further notice. We do not expect any disruption to our customers. All employees have laptops, cell phones and remote conference call/video capabilities.

Our business hours remain the same, Monday-Friday, 8AM-5PM Central time. All company phones have been forwarded to each respective employee's cell phones. At this time, we kindly ask that you avoid communicating with us via FAX. Instead please utilize email.

How this Affects PPC Business?

It is important to recognize the situation regarding COVID-19 is very fluid and constantly changing. It is not possible to have a definitive and permanent response.

- PPC still have a considerable amount of inventory on hands and available in North America to keep supporting the business.
- Container delays have caused a few shortages of some items; however, none have severely impacted our business. Those items were mainly from China, which is resuming the deliveries.
- PPC currently has no plan to close any manufacturing facilities due to this crisis.
- PPC is in a unique position having plants in Brazil, Slovakia, Germany and partnering with suppliers in China. Our plant located in Brazil has the capability to produce most of the items from China. In fact, we are already placing large orders in Brazil to help us to mitigate some material shortages from China. However, there is a cost factor associated to the products from Brazil versus the Chinese goods that will need to be addressed.
- PPC locally is getting an influx of demand since we have a large availability of material in North America.
- In case you have an open order with us, we kindly request you to work with your PPC Rep and Customer Service representative to check material availability. PPC recommends that our customers accept

earlier deliveries as a precautionary measure to avoid any potential disruptions caused by an eventual lockdown in the USA and Canada.

We are deeply committed to the safety of our Employees, Customers, and our communities. In a further effort, we are closely following the Center for Disease Control (CDC) guidelines and recommendations.

We will continue to provide you with updates as we become aware of new information about coronavirus and how it affects our business.

We wish you and your families to remain healthy and safe.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cleber Angelo', with a stylized flourish at the end.

Cleber Angelo
Managing Director
PPC North America