

March 23, 2020

Dear Valued Customer,

As the Coronavirus (COVID-19) situation continues to evolve, Microcross has taken a series of precautionary measures to protect our employees & partners and to ensure continuity of service for our customers.

On Friday, March 20, Ellen Lord, Under Secretary of Defense at the Pentagon wrote a memo re-affirming the Defense Industrial Base (DIB) as a Critical Infrastructure Sector as identified by the Department of Homeland Security. As Microcross is involved in the delivery of essential products and services in support of the DIB, we are therefore explicitly expected to maintain our normal working schedules. This was reflected in the Orders of Governors in California, Pennsylvania and New York issued last Thursday and Friday and has allowed Microcross to re-open Microcross STS in Milpitas as of Monday, March 23. This makes significant sense in light of broader National Security considerations and the ability of our industry to contribute to the larger economy. This is very good news and will ensure that all our facilities in the US are not subject to a forced shutdown by State or County Government.

From Microcross' perspective, we therefore have two main priorities: 1) keep our employees safe and healthy; 2) fulfill our delivery obligations to the DIB and our broader customer base.

To achieve these priorities we need to i) maintain as hygienic a work environment as we possibly can and ii) supporting out local teams to smoothly operate our businesses in each of our locations. Responsibly keeping our doors open has become our most immediate challenge.

Microcross continues to monitor the recommendations from the Center for Disease Control as well as local and federal agency directives and has a detailed COVID-19 plan in place which addresses the following:

- Steps to take to avoid contamination – additional facility maintenance, adding shifts, enhancing work-station distancing, communicating extensively with our team members etc.
- Action protocols to be followed in the event of an exposure or potential exposure
- Planning initiatives to minimize the impact of an exposure/interruption including a detailed analysis of the robustness of our supply chains
- A shutdown & re-start plan in the event of an exposure in each of our facilities
- Monitoring the external environment and making changes to the business continuity plan as necessary

As the situation remains very dynamic, we are actively working to ensure there is no interruption to services and will continue to provide updates to our customers should there be any delays in delivery and/or supply chain disruption.

We sincerely thank you for your business and continued patience during these challenging times.

If you have any additional questions or concerns, please don't hesitate to contact your Microcross Sales Representative or email [sales@microcross.com](mailto:sales@microcross.com)

Sincerely,  
Microcross Team