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Dear Valued Customer:

As we all continue to manage our businesses through the evolving conditions of the Pandemic, we wanted to update you on our actions to provide for the safety of our employees and yours and meet your needs going forward. Like you, we have established safety and health protocols across Composites One guiding how we interact with each other and with you. We are happy to share these protocols and discuss our thought process behind them. They are based on CDC recommendations and local and state guidelines, all established for individual and collective safety.

As states and provinces relax restrictions, we are gratified to see customers across various markets either restart or expand operations. As in the past, we are ready to respond to your needs and provide materials and service to support your business in every way possible. The Pandemic has created so many challenges and obstacles and we are anxious to work with you to address these challenges and assist you to regain desired production levels and efficient operations.

Our salespeople and technical support personnel are eager to engage with you but will only do so in person upon your request and permission. For safety reasons, to date, we have restricted their field activity to primarily phone and video interface. Going forward, they are able to make calls in the field, but again, only with your consent. Please communicate with your local sales representative to schedule sales and technical service visits as you deem necessary.

Attached to this letter is our sales and service call protocol for your information. We expect all Composites One personnel to comply with this protocol and any additional measures you have in place to ensure your employees' safety. If you prefer not to have a Composites One representative visit your facility at this time, we certainly understand and will continue to service your needs from customer service to delivery.

The environment before us will surely change as we progress into the summer months, but please know that we will work diligently to support and assist you in any way. Please let us know how we can help you, and we will do everything in our power to do so.

Sincerely,

Leon Garoufalis  
President & COO



**PROTOCOL  
REGULAR CUSTOMER VISITS DURING PANDEMIC  
5/11/20**

As the stay-at-home orders now in place become relaxed in many states and provinces, Sellers and Technical Support personnel will increase the frequency of customer visits, but only if the customer requests or gives permission for the visit. This protocol must be followed in order to ensure the safety of the C1 representative and the customer.

- Any on-site visit to a customer by a Composites One Team Member must be approved by the customer.
- All Seller and Technical Support in-person customer visits must follow this safety protocol and any additional safety and health protocols the customer has in place.
- Any visit to a Distribution Center by a Seller or Technical Support must be approved by a Sales Manager.
- **PPE required for the visit include:**
  - Gloves – nitrile or latex - optional
  - Surgical type mask – N95 preferred, but not available – use what’s available
  - Safety glasses
  - Hand sanitizer (or wash hands if more readily accessible)
  - Alcohol wipes – if available
  - Disposable trash bag
- **Proper steps to donning PPE prior to entering the customer facility:**
  - Wash hands for 20 seconds with soap and water. If soap and water are not available, use hand sanitizer.
  - Secure the mask across mouth and nose – make sure the mask won’t move out of place.
  - Sanitize glasses with alcohol wipes - put on safety glasses.
  - Do not remove any PPE while in the customer’s facility.
- **While at the customer location:**
  - Do not shake hands.
  - Strictly adhere to social distancing – stay at least six feet from any individual.
  - Do not touch your face at any time.
  - Avoid exchanging any items with others – bring in everything you need to use.
  - Do not extend the visit – do the required work and leave.
- **Removing PPE after leaving the customer location:**
  - Wash hands for 20 seconds with soap and water or sanitize.
  - Remove safety glasses – clean with alcohol wipes or put in a secure location to be sanitized later.
  - Remove mask – discard in the disposable trash bag.
  - Do not touch your face, nose or mouth.
- **Once home:**
  - If not already done so, dispose the trash bag.
  - If not already done so, sanitize safety glasses.
  - Follow all CDC recommendations regarding cleaning and sanitizing.
  - Report any concerns or issues while at the customer location to your supervisor.