



Dear Valued Customer,

There's nothing more important to Stratix than the protection and well-being of our teammates and the service we provide our customers. Beyond that, we acknowledge the criticality of Stratix services to your organization, and we want to reassure you Stratix services are running normally with no interruptions.

The Stratix team is 100% dedicated to our customers' success and in this challenging environment we have taken additional preventative steps by migrating our Office and Mobile Operations Center (MOC) staff to work remotely, as of Monday March 16th, until further notice. We arrived at this decision and implemented the procedures quickly, but not rashly. We've tested our systems, prepared our employees, and have put in place "always on" communications with our teams. Our operational employees will continue work duties in our Peachtree Corners facility delivering services. I am proud of how our employees are responding.

In addition to the above action, Stratix has already executed the following measures to secure the safety of our workforce and customer base:

- Implemented a "team clean" procedure to increase the cleaning of frequently touched surfaces
- Enhanced facility-based employee policies as follows:
 - Implemented increased mandatory hand washing protocol throughout our facilities
 - Implemented mandatory work area and tool sanitation process
 - Provided alcohol wipes, hand sanitizer, and gloves for use in all work areas
- Restricted all employee travel to essential domestic travel only, with management approval
- Notified employees to stay home and contact their direct manager should they exhibit ANY symptoms of being sick (cough, fever, respiratory illness)
- Required employees to disclose international travel plans to HR with procedures in place to require self-quarantine if necessary
- Expanded janitorial services to multiple visits a day
- Moved entire department work areas to accommodate physical workspace spread and reduce employee concentration
- Implemented enhanced device sanitation procedures

Our Pandemic Preparedness Team continues to monitor COVID-19 guidance from the Centers for Disease Control (CDC) and other public health officials along with local market conditions. We will adjust swiftly and fluidly to continue to maintain our services, as that is our top priority. We commit to activate further contingency plans as necessary.

Should you have any questions or need assistance, please contact us at 1 800-917-4574.

Sincerely,

Louis M. Alterman
President & CEO, Stratix