



March 23, 2020

Dear Valued Customers,

The impact the COVID-19 pandemic is having on our communities is unprecedented. For those with family or colleagues who have fallen ill from the virus, our organization sends you strength and hope for a full recovery. At the same time, we also salute the brave men and women who have placed themselves on the front line to protect and care for those stricken by this horrible virus.

As a global leader in the development of essential power quality and protection devices to healthcare, security, education and government channels, Minuteman will continue to operate during these difficult times in order to support the needs and infrastructure of these essential businesses and industries.

The entire Minuteman team is fully committed to serving our customers while keeping our employees' health and safety a top priority:

- We will continue to closely monitor and follow the guidance from the CDC and state and federal authorities.
- We are ensuring that our teams are available to support and meet the needs of our customers by implementing local and regional contingency plans.
- Our office and warehouse will remain open and operate business as usual with increased sanitation practices and restricted visitor policies except where prohibited.
- While in the office, employees are encouraged to practice regular and routine hygiene practices as per CDC and government guidelines.
- We have made additional investments in our IT infrastructure to allow more of our employees to work remotely from the office without any disruption of service to our customers.
- We have temporarily restricted all unnecessary travel that isn't business or customer-critical to minimize risk to our employees.

While COVID-19 is an unprecedented situation, I am inspired and incredibly proud of our employees who continue to serve our customers and communities. On behalf of our employees, we are more committed than ever to supporting you during this difficult time. We will continue to monitor the situation and are prepared to respond promptly as it changes.

We wish for your continued health and safety and appreciate the ability to serve you.

Sincerely,

Rod Pullen

President and General Manager