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## **GENERAL DATA CORONAVIRUS (COVID-19) RESPONSE AND ACTION PLAN**

March 20, 2020

As we all navigate through the spread and impact of the Coronavirus (COVID-19) on our business and the economy as a whole, the safety and security of our employees and customers – as well as continuing to meet the needs of our customers - is our top priority. We are closely monitoring the situation, and I would like to take this opportunity to provide you with a few updates.

### **Manufacturing and Order Fulfillment**

General Data's manufacturing and distribution facilities are business as usual. We continue to operate at full capacity with no interruptions in operations or delays in order fulfillment. To keep up with demand, we are running three weekend overtime shifts, as well as adding additional shifts in our Atlanta facility. We anticipate continuing at this pace to meet demand and fully support our customers.

General Data keeps a huge on-hand inventory of raw materials and finished goods. To date, we have not seen any significant disruptions in our supply chain. However, as this situation evolves, we could potentially see longer lead times for specific materials and other components. On the other hand, due to the virtual shutdown of the automotive industry, facilities from other industries which stay running may see an improvement in deliveries. We will keep you updated on any potential disruptions or other developments that may impact manufacturing times or ship dates.

### **Customer Service and Support**

For the duration of the Coronavirus emergency General Data will remain committed to business continuity as well as providing our customers with the same level of customer service and support you have come to expect. We are following guidelines of the Centers for Disease Control (CDC) and the World Health Organization (WHO) regarding procedures on maintaining a safe work environment, employee travel, and general safe business practices. Actions we have taken include:

- Regular communications with employees regarding the CDC and WHO recommendations for hand washing, workplace sanitation, personal interactions, and what to do if feeling ill.
- Provided hand sanitizer and other cleaning/sanitation supplies throughout our facilities.
- Implemented restrictions on non-essential travel.
- Invoked visitor and non-employee access restrictions at all of our facilities.
- Enabled portions of the General Data team to work remotely as circumstances warrant.

Our sales, customer service and technical support personnel are available as usual via phone and email. In lieu of face-to-face meetings, we are encouraging the use of web-based teleconferencing tools and platforms. We have teleconferencing, Skype for Business, and numerous other platforms available to keep communications flowing for associates and customers.

## **Field Service Technicians**

We are honoring customer policies and requests regarding General Data's service technicians entering customer facilities to perform equipment maintenance. These include temporary suspensions, advanced notice of visits, and requirements for additional documentation. Our techs wear gloves while on-site, and wipe down all equipment they come in contact with. Service techs have been trained on proper handwashing and sterilization procedures both before and after any customer visit. Finally, to limit personal contact we have temporarily suspended requiring customer signatures on completed work orders or FSR documents.

## **In Conclusion**

Thank you to all of our associates, customers and partners for your continued business and support. As we all pull together and weather this storm, General Data remains fully committed to everyone's health and safety, as well as ensuring our products, services and customer support continue at the high level that General Data is known for.

Our parents and grandparents survived World Wars and the Great Depression. None of this so far is nearly as bad. It ranks with 9/11 as one of the biggest challenges we have faced in our lifetime. I am fully confident that we will get through this and General Data will be stronger than ever. We have multiple projects underway to expand capabilities and capacity. I am committed that these projects continue full speed ahead and will only slow due to outside vendors.

This is a fluid situation, and we will continue to provide updates to our customers and partners as needed. As updates or other new information develops, we will post them first to [www.general-data.com/coronavirus](http://www.general-data.com/coronavirus). Be sure to check that page often. Please do not hesitate to contact your General Data representative directly should you have specific questions or concerns.

Sincerely,

Pete Wenzel

**President and CEO, General Data Company, Inc.**