



April 3, 2020

Dear Valued Customer

We have much to report to you since our last letter of March 27, 2020. I have been in close communication with our counsel and with other Pennsylvania based vinyl window manufacturers, and have confirmed that we are permitted to resume operations under Governor Wolf's executive order, provided that we comply with CDC guidelines for workplaces. The largest industry supplier of special shapes, also located in Pennsylvania, has just reopened, so we will have supply of those important products. And our raw material suppliers also have remained open, including tempered glass, so the supply chain appears intact.

The operations and maintenance staff are ahead of their original schedule, and they have completed the redesign of our manufacturing process flow to meet CDC guidelines for social distancing. We are also prepared with PPE, hand sanitizer, and other measures that the CDC recommends for the operation of businesses that are deemed essential.

We will resume operations on Monday, April 6, with a small work force to cut both glass and vinyl, so that we rebuild our pipeline of work in process. We will add more staff Tuesday, and we anticipate full production by Wednesday. It will take us a few days to complete orders already started, and to organize our production and delivery schedules.

We have devoted a great deal of time and energy into reassuring our middle management and labor force of our legal authorization to return to work, and of our commitment to provide a safe work environment. We also drafted a letter that every employee will carry, help them understand, and demonstrate to their families and to law enforcement, that they are working for a business in a sector deemed essential to the supply chain that supports the critical human need of shelter. We will share that letter on request, and as it may be useful in your messaging to employees and customers, the link to the Federal Guidelines for Essential Infrastructure is: <https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce>

We have had conference calls with our Operations Managers and Supervisors, Office Staff, and Sales Representatives. They are universally excited to be returning to work. We are grateful for the support that you have shown us, and we will go the extra mile to deliver quality product and return to more normal lead times in the coming weeks. We are also grateful that we are permitted to operate in the brave new coronavirus world, and our hearts go out to those businesses and employees who are not so fortunate.

Your Sales Representative, Randy, and I are available to answer your questions.

Stay Safe
Carl Slocomb

President

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