

March 23, 2020

## **InfoSight Coronavirus COVID-19 Statement and Action Plan**

InfoSight is an Essential Business under the Ohio Department of Health Director's Stay at Home Order dated 22 March, and the US Government DHS/CISA Memorandum dated 19 March. We manufacture and distribute essential materials including, but not limited to, materials and products needed for medical supply chains, and materials for critical industries including steel, steel products and construction. A number of our customers have specifically identified InfoSight as a critical supplier.

Furthermore, under the updated Coronavirus Guidance for America issued by the President on March 16th, those who work in a critical infrastructure industry are requested to maintain a normal work schedule.

InfoSight has been fully open for business throughout the rapidly evolving coronavirus crisis. We will maintain critical production and shipping operations to support essential customers during the two-week stay-at-home order.

Our top priority is the safety and security of our employee-owners and their families, as well as our customers and suppliers. We are following CDC guidelines, including:

- Increased professional cleaning and sanitation.
- Strict social distancing work rules.
- Daily reporting of temperature and related symptoms as a prerequisite for reporting to work.
- Restrictions on non-essential travel, with an emphasis on technology-assisted remote customer support whenever possible.
- Restricted visitor access to our facilities.
- Telecommuting and remote working where possible.
- Modified crew staffing and shift schedules to reduce unnecessary personal contact.
- Contingency and backup plans in place and continually updated for critical business systems including Accounting, HR, Payroll, Order Entry and Shipping.

InfoSight is very well-positioned with a large in-house inventory of raw materials and finished goods. We have our own CNC shop and electronics lab for making many of our own components and customer spares. Thus far we have not seen any significant disruptions in our supply chain, although some lead times have lengthened. We will keep you updated on potential developments that may impact manufacturing lead times or shipment dates.

Prior to the stay-at-home order we were already working to increase finished inventory to meet additional demand caused by disruptions elsewhere in the supply chain.

Should you find yourself challenged by shortages from your normal sources of supply, contact us. Our culture of innovation and vertical integration makes us uniquely suited to help solve your toughest problems, and we thrive on exactly these kinds of challenges.

Our new product development pipeline also remains active, with our technology team members temporarily working remotely but not missing a beat.

InfoSight sales and service teams are available by phone, email, or video conferencing as usual, and as always, 24-hour remote support for all our products is free.

Our account managers and project leaders will continue reaching out periodically to find out how we can better serve you, and of course please contact them if you have any questions or special needs.

We value the trust you have placed in InfoSight. Each of us commits to maintaining open communication and doing our best to continue providing the exceptional service you have come to expect throughout these challenging times.

John Robertson  
CEO & Technology Director

Dave Hudelson  
President