



**John Sieber**  
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Dear Valued Customers and Partners,

The global and national impact of the coronavirus (COVID-19) continues to affect us all, and each day brings more uncertainty for businesses and our communities. On behalf of all Charles Industries' employees, I wanted to personally communicate and reiterate Charles Industries' commitment to support your needs during these unprecedented and challenging times.

Charles Industries is closely monitoring and assessing the situation. With the health and safety of our employees, their families, Customers, Supply Chain Partners, and the communities in which we operate as our top priority, we have implemented appropriate screenings and made adjustments to our operational plans at all of our facilities to do everything possible to ensure our business is continuing uninterrupted.

On Friday, March 20<sup>th</sup>, Illinois Governor, JB Pritzker, announced and enacted statewide Executive Order 2020-10 for all Illinois residents in response to the outbreak of COVID-19. The order became effective on Saturday, March 21<sup>st</sup> at 5:00 p.m. and is currently scheduled to remain through Tuesday April 7<sup>th</sup>.

Like other states that have mandated 'shelter in place' orders, the Illinois 'stay at home' order allows *Essential Businesses and Operations* to remain open and allows individuals to leave their residence to provide any services or perform any work necessary to support *Essential Infrastructure* (internet, video, and telecommunications systems). Based upon the designations of *Essential Business* and *Essential Infrastructure* of the Illinois Executive Order, **Charles Industries remains open** to serve our valued customers and produce the essential products necessary to support our nation's critical communications infrastructures' needs.

**Charles Industries' manufacturing centers remain open and fully operational.** Our Supply Chain Management Team remains in constant communications with our supply partners to ensure a high-reliability and continuity of materials and equipment supply. Our sales, customer service, technical support, product management, engineering, and back office teams remain available to serve you, our valued customers, in fulfilling your critical network communication systems' needs. We continue to operate with all non-manufacturing related employees performing their duties remotely. For our associates in our manufacturing centers, we continue to enforce precautionary measures in accordance with government and public health guidelines.

While we cannot predict how future government actions may impact our ongoing operations and manufacturing centers, I wanted to assure you that our Company and our Supply Chain Partners recognize their critical role in supporting your businesses and are committed to doing everything possible to support your needs during these challenging times.

On behalf of our employees and our supply chain partners, thank you in advance for your continued support.

Sincerely,

John Sieber  
General Manager



**INNOVATIVE ENCLOSED SOLUTIONS™**