

May 15, 2020

COVID – 19 Update

To our valued customers

I know that all of our patience have been worn thin with the circumstances surrounding the COVID-19 pandemic. This has been an unprecedented situation and one that I personally have never seen the likes of. I am aware that we have customers that are in need of start-up and training services, field service repairs and retro-fit work performed on their new and existing systems. I also have a responsibility to keep both our and your employees as safe as possible.

After giving this matter much thought and consideration I have decided that it is in the best interest for the safety of all concerned to extend the travel ban two more weeks. This will give the remaining states with “stay at home” orders time to reopen and give some more time to those states that have already reopened to hopefully get back to some sort of normalcy.

We will begin traveling again on June 1<sup>st</sup> on a limited basis. We will be looking at where the travel destination is, the safest method of transportation to that destination and whether the area is experiencing a spike in virus cases or not. After having been on a travel ban for, at that time, 11 weeks you can imagine our backlog of start-up and service requests has become quite extensive. I am asking that you please have patience with us as we work our way through this extensive list. We will eventually get through to everybody but it is going to take some time.

We will also be lifting the travel ban on our sales people, so as of June 1<sup>st</sup> they will be free to visit your facilities to discuss with you the latest technology in equipment to increase the productivity of your packaging operations.

This has been and still is quite a harrowing experience as we have all tried our best to navigate through these uncharted waters. I would like to extend my appreciation and gratitude to you, our customers, for your patience and support of our company during this historic time.

Stay safe and healthy.

Jamie Flot  
President / COO  
Chantland MHS Company