



Global Thermoset Composite Solutions

Industrial Laminates Norplex, Inc.
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Dear Friends,

In these uncertain times, we want to reach out to you and thank you for the confidence and loyalty that you have shown us over the past years. Norplex-Micarta is committed to doing all we can to ensure that our products remain continuously available to you while we all work through the many disruptions caused by the Coronavirus.

Our Leadership team has taken action to protect and educate our workforce to the risks and we have already implemented many actions to contain the spread of the virus, should it reach our community. We have asked our teams to travel only when necessary and we are asking visitors to reschedule any planned trips until things are stabilized. In these dynamic times, we continue to adjust our policies as needed to incorporate new policies and best practices as they become available to us, but the safety of our workforce and the support of our customers remain steadfast commitments.

We have contacted our major raw material suppliers and have been assured that they do not anticipate any interruption in their ability to supply us with raw materials; however, as an added precaution we are increasing our inventory levels on some of the longer supply line items and materials that are sourced from areas that have been impacted the most. We rely on foreign sources only where the US supply is limited so our exposure to the overseas logistics issues that many are facing has been minimized. Since we have been operating in China for many years, we have the experience and status to navigate the challenges.

Our facility in China is fully operational and the actions we implemented there have been effective. The plant is quickly catching up to the backlog that developed during the extended shutdown and we expect to be current by the end of March. Having this facility helped us prepare for the spread of the virus, which we are now beginning to feel, and put us ahead of the curve in terms of preparation and readiness.

We have asked our Sales and Marketing teams to make calls on their accounts by phone and we are converting as many of our meetings as possible over to electronic formats so that we can continue to work without interruption. Rest assured that we are available to support your questions and material needs whenever they arise.

We trust that you will remain safe in these turbulent times; like all events, this will pass, and things will return to normal. We look forward to that chapter but in the meantime, we are here to support your need for composite materials.

Sincerely,

A handwritten signature in black ink, appearing to read "Dennis Ford", written in a cursive style.

Dennis Ford
VP & General Manager – Norplex Micarta Inc.