



March 25, 2020

To Our Valued Customers,

The COVID-19 disease has created a challenge that none of us could have imagined. Our most important priority is the safety and well-being of our staff and supporting our customers and vendors. At this time there are no disruptions to service or delivery delays related to COVID-19.

As a Critical Infrastructure Manufacturer, we are committed to maintaining continuity of operations during the COVID-19 Pandemic. We have implemented modifications to our operations as recommended by the CDC. These modifications include limiting access to our facility and ceasing all travel and are necessary to protect our workers and the public to reduce the likelihood of spreading the disease. We also have a plan in place to maintain operations should a Shelter in Place order affect our area. Our suppliers have prepared in a similar manner.

If it becomes necessary to go to zero or limited on-site staffing, we are prepared to continue to service our customers from remote locations. We are equipped with full access to communications channels and will continue to respond to inquiries in a timely manner. If this occurs and you already have contact information for a certain LWS associate, please contact them directly. If not, you may reach us in any of the following ways:

- For sales, delivery and other customer service-related inquiries contact sales@lwsinc.com
- For engineering and design inquiries contact engineering1@lwsinc.com
- For all other inquires contact info@lwsinc.com
- Online at www.lwsinc.com
- By phone at 800-949-3526, follow the instructions to leave a voicemail message with one of our associates and we will return your call

The Seminar scheduled for May 18-20, 2020 in Eugene Oregon has been postponed to the spring of 2021. Plans are being made for a Webinar, details of which will be sent later.

We are committed to continuing to serve our customers with the highest quality products and best customer service they have come to expect from Laminated Wood Systems. We will do so in a safe and reliable manner and will work together to keep each other and our communities safe.

Regards,

Laminated Wood Systems, Inc.

Bob Reisdorff, President