

To Our Valued Customers and Partners,

As we navigate the unprecedented events the world is facing due to the COVID-19 pandemic, we want to reassure our customers and partners that we are here to support you. As stated in our Company's Vision Statement *"We seek to be the preferred partner in achieving sustainability goals utilizing environmental conscious solutions."*. Those are more than simply words on a poster to our employees.

We have been working over the past few weeks to put in place our plan to keep our employees, customers, and suppliers safe, while continuing to provide you with the engineering and service support you have come to expect from LDX Solutions. While the COVID-19 pandemic has altered how we operate in certain situations, what we do and our commitment to your success has not changed.

In addition to following all guidelines from our government and the CDC, we are taking the following steps to maintain business continuity:

- We have temporarily closed our Redmond and Kennesaw offices to comply with state and local orders to limit personal contact. All our associates are working from their home offices and have access to the critical information needed to perform their tasks efficiently and effectively.
- Non-essential travel, office visitors, and attendance of gatherings with more than 10 people have been restricted: essential travel will require approval and risk assessment.
- IT, communication systems, and collaborative tools have been upgraded and a plan is implemented to allow our full workforce to work remotely and securely.
- High frequency communications with our Supply Chain to proactively ensure that project schedules are achieved.
- Real time updates for our employees via our internal SharePoint site.

The situation is dynamic and changing rapidly. One of the key reasons for our success over the past 80 years is our ability to adapt to an ever-changing business environment and our team is focused on that goal. LDX Solutions' senior leadership team meets daily to course correct, as necessary, and will continue to focus on minimizing the impacts to our customers.

Thank you for your continued loyalty during these challenging times. You can be assured that everyone at LDX is dedicated to working through this crisis, and we will continue to do our best to provide you with the highest level of service and support. If at any point you are not experiencing the service level you expect, please email me directly at pburlage@ldxsolutions.com.

Sincerely,

Peter Burlage
Chief Executive Officer



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