



Osborn 2019 Coronavirus (2019-nCoV) Impact Statement

Osborn continues to monitor the impact of Coronavirus (COVID-19) and the risk that it poses to our customers, co-workers, and communities. Our priority is on maintaining the health and safety of our employees and continuing to service our customers while also doing our part to limit the spread of the coronavirus throughout the communities in which we operate.

- As of this writing, we are not experiencing any supply, manufacturing or labour constraints that are affecting production of our products or shipment of orders. All of our manufacturing facilities currently remain open and operational
- A management committee meets daily to monitor virus-related developments and to be proactive where possible to address concerns as they arise.
- We are in close contact with our suppliers and have thus far been able to mitigate risks.
- Osborn and its employees are taking all actions, within our control, to ensure on-time deliveries and services.
- Our sales and customer service teams are at your disposal via phone and email. You can also reach us at info@dronco.com

Prior to the United States implementing a National State of Emergency, a variety of precautionary measures to ensure the health and safety of our employees were implemented including:

- Restricting visitors at our facilities
- Restricting non-essential business travel
- Implementation of a remote work policy

We continue to be disciplined in our approach to maintain the integrity of our customer service, manufacturing facilities and employee base. In the last 18 months, we have implemented significant improvements to our disaster recovery, backup and cybersecurity systems that not only protect our data and mitigate interruptions to our systems but serve as the backbone for our continued ability to support our customers and partners during these times.

We appreciate the partnerships with our customers, suppliers and employees and will make periodic updates on our website as the coronavirus continues to impact our daily lives. Please periodically check our website at <http://www.osborn.com>. If you have any questions or comments, please do not hesitate to contact us directly.

We look forward to serving you.

Sincerely,
Osborn and Dronco

If you have questions about the virus and how to protect yourself, please consult health care professionals, the [Center for Disease Control \(CDC\)](#) and [World Health Organization \(WHO\)](#).