

To: Valued Customers
From: Lake Shore Cryotronics, Inc
Re: COVID-19 Update
Date: 20 March 2020

As you know, the COVID-19 situation is fluid. This information is the best that we can provide at the time of this letter.

We wanted to share an update on Lake Shore Operations and Continuity during this unprecedented event. This letter should answer questions that many of you have posed.

Lake Shore is committed to maintaining production at this difficult time to fulfill your order, to the best of our ability.

First, we split our employees into multiple shifts, in order to minimize exposure to each and maintain appropriate social distancing, as recommended by the CDC and the Ohio Department of Health. **Lake Shore is now minimizing on site production and maximizing the use of virtual training, so that employees can continue to work off site, at home.** We are committed to their safety.

We are conforming with the requirements that our Governor set out to remain open. **Our goal is to remain open through this pandemic. We will shut down if we are not able to maintain production levels in a way that is safe for our employees. If this affects your order, we will contact you.**

We have a COVID-19 response team who continually evaluates our situation and has planned for the protection of our employees, in case one does test positive for the virus.

We are working with our supply chain to ensure raw materials. That said, there has been a general slowdown in shipments to us.

Lake Shore is working diligently to stay open, as long as our employees can come to work and do their work safely.

We care about your business as well as our employees and our families. We will do everything possible to fulfill orders, while keeping our workforce safe. We trust you are doing the same. Best wishes to your organizational families.

Dan Faia



Chief Revenue Officer