

To: Ohmite Customers and Business Partners  
From: Greg Pace/President  
Regarding: **COVID-19 Update, Global Operations**  
Date: September 15, 2020

Thank you for your ongoing support during these unprecedented times, as we all are challenged by COVID-19. Since Covid-19 will obviously run through 2020 into 2021, we wanted to update you of the status of our global production facilities. It has always been our priority to guard the safety of our associates. Ohmite has instituted COVID procedures in all our manufacturing plants, warehouses and offices. Where possible our associates have been sent home under “shelter” orders by local or federal governments, and we have insisted on shift rotations to maximize distances between one another in the working environment. Some of these formalities have changed, but we continue to watch the trends in numbers and what local and federal governments dictate.

Our most recent manufacturing update is below. We will continue to keep you informed as further changes occur. We will continuously communicate with you when we get firm dates from government agencies which we can depend on. Overall, our facility in Mexico is running on a “red – yellow – green” schedule, some of which is localized, most is federally mandated.

### **Global Operations**

Ohmite Matamoros - All facilities have implemented enhanced processes and controls including visitor restrictions, daily temperature screenings, flexible shift patterns to ensure social distancing, and remote work options. The federal government sent in an auditor a few weeks ago, and we believe we have passed the test of being “essential.” Many thanks to all of you who helped us with assembling the data in a very short time. There has been no feedback from the government, so we are operating with two shifts and a partial third shift now.

Ohmite Ceramics Matamoros – This facility remains open, and has never really slowed down, aside from a few isolated instances where an associate chose to stay at home.

ARCOL Resistors, Truro, England – This manufacturing facility remained open throughout the summer, and our local team did an excellent job managing their way through government mandates and safety standards. We are back to work now five days per week on full shifts.

Ohmite/Ceramics/ARCOL Warehouse, Brownsville TX – Remained open all summer, with all safety procedures in place including face masks, temperature testing, proper associate spacing and shift rotations.

While we have had setbacks in manufacturing and delivery, Ohmite always thinks first of safety and then production. As we stated before, safety for our associates, always. We have built up appropriate safety stock for logistic partners and deliver samples for new opportunities as needed. Issues with our supply chain are mostly behind us, and today we are on track to be 90%+ OTD by months end.

Our Standard Operating Procedure continues to be:

- If you are healthy please come to work. This goes for all facilities including our headquarters in Warrenville, IL. And Amhurst, NY. We like to collaborate and find being safely together is what is best.
- We wear masks
- We use sanitizer and wash our hands
- We have placed plexiglass dividers where necessary
- We take temperatures
- And if we leave the state, we mind the local laws regarding quarantine
- “6 feet apart” for coffee breaks and collaborating!

### **Supply Chain**

The strategic move to combine our individual business supply chain units has been quite successful and we are noticing solid trends in OTD, quality and substantially lower RMA's.

Our staff can be contacted through normal channels without issue, and we stand ready to answer any specific questions that you may have. Again, we appreciate your understanding during this difficult time and will provide further updates as necessary.

### **Business as usual**

We remain very active with Inside Sales, Outside Sales and Engineering Teams. The independent reps, our Regional Managers, sales support and distributors are all driving sales opportunities using virtual tools. We believe there will never be a replacement for face to face collaboration and look forward to that day when we can all be together “risk free” from the Covid-19. We have an outstanding distribution channel that stocks millions of dollars of Ohmite product, readily available for sale. Consult us with specific questions, and feel free to contact us about other resistor issues we can help you solve. Our emails work and our phones have been forwarded to our work at home teams!

Sincerely,

Gregory P. Pace  
President  
Ohmite Manufacturing Company