

To Our Valued Customers,

We would like you to know that SVTronics, Inc will remain open as an *essential supplier* to many of our customers and continue to serve you. We will do our best to continue to ship orders however we cannot guarantee delays won't happen and we are working on a daily based in order to make sure we have the staff in place to process all items in WIP in a timely manner.

We are still processing RFQ's & PO's as normal so please do not hesitate to get in touch with your Program Manager or myself for status on items in WIP, RFQ's, etc. To place an order you can simply call, 1-972-743-9862, or email [chris@svtronics.com](mailto:chris@svtronics.com). SVT's customer service team is always available to assist you as well.

As we continue to monitor the COVID-19 outbreak, I wanted to reach out and let you know how SVTronics is handling this unprecedented situation. As always, we are committed to serving our customers, while at the same time ensuring the health and wellness of our employees. With the incredible speed at which things are changing around us, we are continually adapting our operations and business. Several weeks ago, we established a COVID-19 task force.

We have since put the following precautionary measures into action:

#### **Business continuity management**

SVTronics's HSP 002-01-B business continuity management system has been activated. Our crisis management team developed an emergency plan to ensure that our mission critical functions are up and running so that we may continue to provide you with an outstanding level of service. Our customer service, sales and supplier teams remain active, even in the event of a forced closure. The crisis management team meets regularly to monitor the situation and modify and communicate the plan as the need arises. Once the COVID-19 crisis has passed, the team will work on transitioning SVTronics back to normal operations.

#### **Supply chain management**

We are actively monitoring our global supplier network to identify any risks of business interruption. We conduct daily internal meetings to review and discuss the ever-evolving situation surrounding COVID-19 and are working closely with our larger customers to identify unforeseen changes in demand. If you anticipate any significantly higher or lower purchases in the foreseeable future, please let us know so that we may focus our efforts to serve you at the highest level.

#### **Business travel and in-person meetings**

We have halted business travel for our employees and restricted onsite visits to our facility. We have phone and videoconferencing tools at the ready to conduct.

As always, thank you for your continued partnership and support. Best wishes to you, your families and colleagues

If you need additional information or assistance, please feel free to contact me at your convenience. You can reach me at 972-743-9862 or email me at [chris@svtronics.com](mailto:chris@svtronics.com)

Regards,

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