

March 16, 2020

Dear Customers,

As the COVID-19 pandemic continues to develop around the world as well as close to home, it is creating unprecedented times filled with uncertainty. I want you to know that we are actively monitoring the situation and that we are taking swift actions to ensure the health and safety of our employees and thus the continuity of our operations and the ability to serve you.

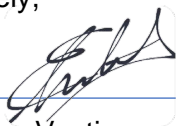
Some of the actions are:

- **Product deliverables and service**
 - We have enabled all back-office employees, including Customer Service and Technical support, to work from home and decrease the probability of spreading the virus.
 - We are working hard to keep deliverables in full and on time, although this is an unprecedented event in our nation's history and the landscape keeps changing rapidly.
 - Activated protocols to sanitize our facilities and monitor employees for any symptoms.

- **Meetings**
 - We have asked our sales team to cancel all face to face meetings and all domestic and international trips.
 - Our Sales and Marketing teams are available to you during this time, via email, over the phone and on Microsoft Teams.

We will continue monitoring the situation and make decisions based on the information from local and national public health officials. We will share updates with you by email, on our website and through social media.

Sincerely,



Santiago Veytia
President - Louisville Ladder