



October 26, 2020

To our valued customer,

We at Adhesives Technology recognize that these are uncertain times for families and businesses throughout the world. Work forces have been strained by quarantine requirements, supply chains have been disrupted causing shortages of everyday products, and anxiety and stress are elevated for all of us. Adhesives Technology would like to provide you with some small assurances, in hopes of relieving at least a little of that anxiety.

- A. **We are fully operational.** We've made accommodations in accordance with CDC recommendations, so some employees are working from home and we're donning masks and observing social distancing. But even under these conditions, we're producing record amounts of adhesives, and shipments are leaving our manufacturing facilities every day.
- B. **We are reinforcing stock levels at key distribution centers across the country.** In order to conserve cash reserves during these uncertain economic conditions, many companies are being forced to drive down inventory levels. We don't want our customers to worry about product availability, so we are bumping up stock levels at distribution centers nationwide. This will ensure that there is plenty of product on the shelves in your neck of the woods. There are costs associated with carrying elevated inventory levels, but it's something we feel we need to do so that you can keep on working.
- C. **We're financially stable.** Adhesives Technology is part of a larger organization. In 2018, ATC was acquired by Arsenal Capital Partners and became a division of Meridian Adhesives Group. While many of our competitors are pulling back on production, we're focused on the future. When all of this is over, we will be positioned to be the premier manufacturer of advanced structural adhesives and high-performance concrete repair and restoration products. During this crisis, Adhesives Technology will most certainly be keeping the lights on.
- D. **We're innovating.** Again, while the competition is covering its bases and hedging its bets, we're investing in new product offerings. We're launching new products and upgrading our services to provide you with a comprehensive set of tools for getting the job done. HS-1CC is still the strongest structural anchoring epoxy in the world, and two innovative products launched this year- ULTRABOND HYB-2CC and EPX-3CC- round out a complete line of ICC certified, best-in-class, building code compliant adhesives. As always, our Pro Anchor Design software is free of charge.
- E. **Our support staff is out there with you.** Our field sales specialists, technical advisors and engineering support staff are available every day to provide support at your job site. They will of course observe local regulations and CDC recommendations to ensure the safety of your workforce, but if you need us, we'll be there. U.S. Department of Homeland Security's Cybersecurity and Infrastructure Security Agency has deemed Adhesives Technology a business essential to critical infrastructure viability, so our reps are free to travel the nation's highways and bring the support you need.

Our customer's safety and success has always been, and will continue to be our number one priority, and no virus will impact that commitment. We truly appreciate your business and intend to do all we can to support you during this crisis, and long after it passes. Please keep your families safe and reach out if there's anything we can do to help.

Sincerely,

Adhesives Technology Corporation  
A Division of Meridian Adhesives Group