

March 23, 2020

### **Important CSZ Products COVID-19 Information**

As we all are aware the coronavirus (COVID-19) has spread to a worldwide pandemic. **The governor of Ohio (USA) has also ordered a shutdown for non-essential businesses operations in the state for two weeks beginning Tuesday, March 24 through Tuesday, April 7.** Additional government restrictions nationwide are to be expected, which will have impact on our business operations.

1. Several of our departments are working remotely and we intend to be able to quote, take orders, answer service calls and run very limited production for essential business only. As a rule, you can reach your usual contact persons by e-mail or phone the week of March 23.
2. Please note that our Cincinnati Facility will handle activities for essential business only March 30 through April 3 in response to the current business situation impacted by COVID-19. Please let us know in advance if we can assist you with any quotations or orders prior to March 30 as we will have limited staff responding during this week. We plan to resume normal business operations on Tuesday, April 7.
3. You may still reach our service department directly at 513-719-3300.

We kindly ask you to bear with us in patience until the situation has changed for good. In the meantime, of course, we endeavor to maintain our business operations as far as possible in accordance with our crisis management in order to be available to deliver as quickly as possible when the situation improves.

As always, we are committed to serving our customers during this challenging time and will continue to update you with changes. We know this is a difficult time and we are all working together to stop the spread of COVID-19. We are in this situation together and will do whatever we can to support you as much as possible.

Wishing you well. Stay healthy.

Robert Levert  
CEO

Marc Wolfrum  
VP & COO

