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March 24, 2020

To All of Our Business Partners:

We hope that you are doing well and staying healthy during this very challenging period in our lives. The spread of the novel coronavirus, COVID-19, has impacted many businesses and we wanted to take a moment to update you on the status of our operations and our plans to support you as we move through this crisis.

Effective today, the Governor of Michigan issued an executive order that will limit or cease the operations of many businesses located within our state until April 14, 2020. Subject to some conditions, Superior Stone Products is allowed to continue operations since we employ essential critical infrastructure workers as defined in a March 19, 2020, memorandum from the Cybersecurity & Infrastructure Security Agency (CISA). Among other items, the memorandum recommends under the "Chemical" section that "workers supporting the chemical and industrial gas supply chains, including workers at chemical manufacturing plants" should be considered as essential critical infrastructure workers.

Therefore, with the following additional requirements as stipulated by the Governor's executive order, **we will continue to receive raw material shipments and process sales orders:**

- 1) We must restrict the number of workers present on premises to no more than is strictly necessary to perform critical infrastructure functions.
- 2) We must promote remote work to the fullest extent possible.
- 3) We must keep workers at least six feet from one another to the maximum extent possible.
- 4) We must increase standards of facility cleaning and disinfection to limit worker exposure to COVID-19.

Due to these restrictions, it will be more difficult for us to provide the level of service and response to your business that you have come to expect from us. We will do our best to respond to inquiries and to ship orders in a timely fashion. If you try to reach us by telephone and reach our voicemail, please leave a message and we will return your call as soon as possible.

Until at least April 14, 2020, no representatives from our company will be travelling to visit with distributors and we will be unable to receive visitors at our facility.

We apologize for any inconvenience that you will suffer due to the temporary changes in our operations. We assure you that we will resume normal business operations as soon as we are authorized to do so by the State of Michigan.

We appreciate our business relationship with you. If you have any questions or concerns, please do not hesitate to contact us.

Respectfully,

A handwritten signature in blue ink, appearing to read "Fred Ignatovich", written over a light blue horizontal line.

Fred Ignatovich
President
Superior Stone Products, Inc.