

September 14, 2020

Dear Customers and Partners:

In these challenging times, we wanted to update you regarding Times Microwave Systems' handling of the COVID-19 pandemic.

From the beginning of the outbreak, we have taken aggressive actions to safeguard our team members' health and implemented contingency plans to ensure business continuity and ability to service our customers. Positively, we have had essentially no disruption of manufacturing operations over these past months. In this I commend our team for their planning, resilience, and level of seriousness in battling this pandemic. I will highlight that we have multiple manufacturing operations – a significant risk mitigation factor in having varied geographical presence and redundancy of critical operations:

- Wallingford, CT USA
- West Palm Beach, FL USA
- Mesa, AZ USA
- Nogales, Mexico
- Shanghai, China
- Bangalore, India
- Kuressaare, Estonia
- Houten, Netherlands (Distribution Center)

Additionally, the following is a summary of the major steps we have taken:

- Enhanced daily facility cleaning procedures focusing on disinfection
- Shifts separated by a 1-hour break for a thorough cleaning and reset of the manufacturing area
- Upgraded HVAC systems to include Ultra-Violet Germicidal Irradiation (UVGI) systems
- New masks issued daily to employees to wear during the shift
- Reduced people density by allowing team members to work from home where feasible
- Temperature and health checks performed daily with each employee entering the building
- After any confirmed case:
 - Facility sanitization completed after learning of any confirmed case
 - Thorough contact tracing and resultant testing
 - Rigorous return-to-work protocols requiring HR approval
- Limiting facility visitors for only critical issues
- Regularly engaging key vendors to ensure assurance of supply of critical components

Be assured that our entire team is highly focused on supporting your needs as a customer. We anticipate continued assurance of supply and ability to service your deliveries moving forward.

We will continue to provide updates as the situation evolves. Our Sales, Marketing, and Customer Service teams are available to support you during this time.

We are confident that by working together, we will manage through this challenging time. Thank you for your continued confidence in and partnership with Times Microwave Systems.

Best regards,

A handwritten signature in cursive script, appearing to read "Bill Callahan".

Bill Callahan
General Manager
Times Microwave Systems