

Subject: Expect Stability from Monroe Towmaster

To our valued customers and partners,

Monroe Towmaster is committed to health, safety, and doing all we can to maintain a high level of service during this unprecedented time. In times like this, routine is comforting, and that's why Monroe Towmaster is committed to providing as much stability as possible while adapting our protocols to ensure the safety of our employees, customers, partners, and communities. We continue to assess this dynamic situation and its impact daily and are taking many proactive steps to minimize the spread of coronavirus (COVID-19).

We have a COVID-19 Risk Assessment team in place

Our team continues to monitor the situation and has established protocols to ensure business continuity on a day to day basis. Our actions are based on guidance and information provided by the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO). We will follow all country and/or local government regulations and restrictions.

- **Monitoring effect on our Manufacturing Facilities:** We are monitoring the situation closely and ramping up resources and operations without compromising the safety of our employees.
- **Assessing our supply base:** We remain in frequent contact with our suppliers. And, we're constantly assessing our supply base to ensure we are prepared to respond to critical areas of operations, inventory, business continuity planning, and heightened awareness of hygiene practices.
- **Monitoring effect on logistics:** Freight continues to move across our network although transit times and capacity will vary with the effects of coronavirus (COVID-19).
- **Social distancing best practices.** We are encouraging employees to practice social distancing. This means, wherever possible, keeping groups small, avoiding mass gatherings and maintaining distance with others.
- **Visitors to Monroe Towmaster Equipment facilities.** We are limiting visitors to Monroe Towmaster facilities to business essential needs only and are encouraging people to conduct meetings and discussions virtually.
- **Business Continuity Plans** - We have continuity plans in place to ensure that we are prepared to support our customers and business in the event we need to shift some employees to work remotely.
- **Enhanced cleaning in our facilities and major locations.** Our Environmental Health and Safety Team continues to work with our cleaning vendors and food service providers to ensure safety and good cleaning practices are part of our standard operating procedures.
- **Increased employee communication on good safety practices.** These include staying home when sick, respiratory etiquette, and hand hygiene best practices, avoiding touching the face, shaking hands or hugging. Our HR team is available 24/7 with numbers published and communicated to all employees.

Commitment to our Customers & Partners

As you focus on keeping your teams, families and loved ones healthy and safe during this challenging and stressful time, we support you by maintaining business continuity. Together, we will navigate this tough situation with a focus on safety while taking care of each other, our customers and our communities.

Thank you for your business and your partnership as we work together during this challenging period.

Sincerely,



Tom Ninneman President & CEO