



March 31, 2020

Dear Customer,

Please know that we at Valence Surface Technologies are doing everything in our power to mitigate the transmission and spread of the COVID-19 virus. The safety and well-being of our workforce, customers and community is our number one priority.

Unfortunately, on the late afternoon of Monday, March 30, Valence was notified of a positive COVID-19 (Coronavirus) test for one of our 2<sup>nd</sup> shift employees at our Carson, CA (Valence Los Angeles/Coast Plating) location. Considering this development and the continuing spread of COVID-19 in California, we are temporarily suspending production operations and thus temporarily closing the Carson facility starting Tuesday, March 31 through Sunday, April 5 and returning to operation on Monday April 6.

We have hired a professional cleaning company to conduct an extensive sanitization and deep cleaning of the entire facility beginning on Wednesday April 1. The facility cleaning is estimated to take 2 days and the facility will not be ready for re-entry until Friday April 3. At that time, our maintenance team will be on-site to re-start the facility and prepare for a full reopening of the Carson facility on Monday April 6.

During the closure, caused by force majeure events, **no deliveries or order pickups will be accepted at the Carson location at this time.** Please send any new Purchase Orders to our Lynwood, CA location. If our Lynwood facility does not have the approvals to process your new Purchase Orders, our sales, customer service and quality teams will be available to assist in determining what other Valence facilities are best suited to process parts in the interim. For orders in process at our Carson site, our customer service team and site management will be responding to inquiries and giving status updates as best we can throughout the week.

Valence employees who are able to work from home will do so. You may reach out to the following contacts, who will respond as quickly as possible.

- Scott Acree, Regional General Manager; 310-613-3118 (cell); [scott.acree@valencest.com](mailto:scott.acree@valencest.com)
- Chris Grapsas, VP Sales and Marketing, 310-387-2696 (cell); [chris.grapsas@valencest.com](mailto:chris.grapsas@valencest.com)

We appreciate your patience and cooperation as we do our best to protect the health and safety of our employees and those in the community in which we work and live. In coordinating our efforts and working together, we will prevail over this global pandemic.