

Message to CMD Customers, Supplier-Partners, Employees and Colleagues:

We at CMD extend our heartfelt wishes that you and your families are safe and well.

Like all businesses and individuals impacted by the pandemic, we have adapted our best practices to ensure timely service and delivery for our customers, while following CDC guidelines and local and state government recommendations. We continue to engage key vendors and partners and are proactively engaged with our supply chain.

CMD is fully operational, thanks to the dedication of our teams: management planning and employees working seamlessly from home, and especially our stalwart production professionals, who continue to staff our CMD facilities to manufacture equipment, fulfill orders and provide service for our customers. Because of their dedication, there has been and will be no disruption to our business. We are thankful for their loyalty and appreciate the sacrifices they make. Social distancing and other safety measures are continually enhanced, and we have instituted a special COVID-19 compensation program.

Because reliable equipment, parts and engineering support is essential for customers, CMD service technicians, parts specialists and engineers are available through a variety of remote methods, including machine remote troubleshooting, virtual meetings, calls, and emails. If necessary, in-person service calls are still available with strict safety precautions required.

CMD has implemented and continually enhances its COVID-10 protocol:

- Masks are required throughout our facilities.
- Employees practice enhanced social distancing and proper hand-washing protocol.
- Additionally, technology, like touch-free faucets, enhances the safety of our environment.
- Our employees have been instructed to remain at home if they experience any symptoms. CMD works closely with our employees to help them navigate their way through testing protocol.
- We have enacted a new building isolation protocol on our technology and manufacturing campus.
- Our facilities are cleaned and sanitized daily.
- We limit the personnel allowed into our facilities.
- Only pre-scheduled visits are allowed, and visitors complete a health questionnaire before admittance.
- Business travel is allowed at customer request.

We are sincerely grateful for the trust you continue to place in CMD. You have our assurance that we will continue to work hard to provide timely service and delivery and we will quickly communicate any changes on a regular basis.

Thank you for your continued business, and for the trust you place in CMD. If you have specific concerns or questions about products or services, please contact CMD at 920 -730-6888.