



April 22, 2020

Dear Valued Customer,

Ortec recognizes the unusual and challenging circumstances we all find ourselves in right now. As we navigate through this uncertain time, nothing is more important than the safety, health and well-being of all our employees, communities and business partners. In addition to being part of the chemical sector listed as one of the 16 Critical Infrastructure Sectors designated by the Department of Homeland Security's Cybersecurity and Infrastructure Security Agency (CISA), we manufacture products that are essential to several of the others.

In continuing our operations as an essential business, we are being diligent in our efforts to mitigate potential for supply disruption. The actions we are taking include the following:

- Ortec is in regular contact with our suppliers to evaluate potential impact the virus could have on their ability to supply materials.
- We are following CDC guidelines to minimize employee interactions and promote good hygiene practices.
- We have implemented protocols to govern actions should we have an occurrence of the COVID-19 virus in our work community at Ortec.
- We have proactively created continuity plans utilizing our 3 separate manufacturing sites in the Greenville, SC region that each employ four separate, rotating manufacturing and lab shifts.

We are starting to experience minimal transportation delays on in-bound raw materials, typically 1-2 days over normal delivery times. We are actively adjusting schedules to compensate for the late deliveries. We do not currently foresee any issues in supplying products to our customers and we will continue to be diligent in communicating any changes to this status. In the meantime, we appreciate your partnership and timely communication of your forecasts and orders to our team here at Ortec.

Thank you,

A handwritten signature in black ink that reads "Greg Russell". The signature is fluid and cursive, written over a light gray background.

Greg Russell
VP Business Development
Ortec, Inc.

