



## COVID-19 Response and Action Plan

May 4, 2020

As global concerns surrounding the COVID-19 coronavirus outbreak continue, TDI Partners LLC d/b/a Invico is taking measures as we attempt to ensure an adequate supply of key products to our valued clients, while also ensuring the safety and security of our dedicated employee teams.

Invico's current structure as a remote company allows us to continue all aspects of the business while working from home. We continue to be encouraged by the resilience of our dedicated employee teams as all of our manufacturing sites presently continue to operate uninterrupted, despite the global disruption that continues to be caused by this situation. We remain focused on steadfast adherence to preventative measures and guidance from external experts to ensure the safety and health of both our employees and our operations.

There may be more challenges ahead, but we are prepared to continue providing essential products to our valued customers across multiple critical industries.

**Site Health Measures:** We have already begun implementing COVID-19 prevention measures in alignment with WHO, CDC and OSHA guidance for all employees and visitors at our sites. The measures include requirements such as social distancing, enhanced cleaning and sanitation protocols, illness notification procedures, and staggered shift schedules to further reduce density.

**U.S. Operations:** Invico is considered an "essential business", in all states in which we operate. Our supply chain, including inbound supply of key raw materials and outbound delivery of finished products, is functioning normally. We will continue to strategically increase stocks of key raw and finished materials, staging additional inventories of key products for redundancy of distribution, and building safety stock levels at certain customer locations.

**International Operations:** Our Italy-based warehouses continue to operate and function uninterrupted at the present time. While we have seen some delays with respect to border crossings, the situation appears to be improving and the transport of raw and finished



materials continues throughout Europe. We continue to strategically increase stocks of key raw and finished materials, as well as staging additional inventories at other European locations for ease and redundancy of distribution. Our plants in Indonesia and India are operating normally. Our plant in Brazil is set to reopen by May 15<sup>th</sup>.

**Continuity of Service and Support:** Our customer service teams continue to service orders and our order entry process is functioning normally. Each of our teams have the ability to continue supporting you virtually. Our corporate leadership continues to monitor this situation and remains committed to keeping you informed if conditions warrant any further updates.

Thank you for your continued understanding, trust, and loyalty as we push forward in this unprecedented time. If you have additional questions, do not hesitate to reach out.

Sincerely,

A handwritten signature in black ink, appearing to read "Arnold Thorstad".

Arnold Thorstad  
President