



March 25, 2020
COVID-19 Coronavirus Update #3

R. Johnston Hager, III
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To You, Our Valued Customer:

The federal, state, and local government responses to the COVID-19 crisis are in a constant state of change. However, we want to assure you that as of today, Hager continues to manufacture and distribute our full line of door hardware to support ongoing essential construction and building industry activities. If this changes, we will notify you as soon as possible.

We continue to closely monitor supply chain partners and their operational capabilities, both domestically and internationally, to reduce any potential disruptions.

Another area heavily impacted is the logistics industry. **If you have open orders scheduled to ship, but your offices or jobsites are closed please notify Hager Customer Service so that we can hold those shipments. If you require carriers to call in advance to set delivery times, verify delivery, get authorization for delivery or to confirm delivery, PLEASE HAVE THESE STATEMENTS placed on the Purchase Order and Customer Service will act accordingly.**

Leadership continues to meet daily while monitoring this ever-changing situation. Decisions implemented are done with you, our extended family in mind. Our commitment to you remains our highest priority.

Thank you for your continued support of Hager Companies.

Sincerely,

A handwritten signature in black ink that reads 'Johnston Hager, III'.

R. Johnston Hager, III