

March 17, 2020

Subject: Autocam Medical – COVID-19 Response

To Our Customers,

We are all facing an unprecedented situation as a result of the current COVID-19 world health crisis. As your supplier, we want to share some of the steps we are taking to reduce risks to our employees, our customers, our suppliers, and our community in this very rapidly changing circumstance.

Our leadership team is meeting daily to ensure we are monitoring the evolving situation and recommended practices from the Centers for Disease Control (CDC) and local, state, and federal governments in order to modify our response accordingly. As a privately-held company, we are currently operating normally at all manufacturing sites, and it is our intent to continue as normal unless actions are taken at the government level which would prevent it.

The safety and wellbeing of our team members worldwide is our number one priority. As the global coronavirus (COVID-19) situation continues to rapidly change, our response plan and actions also continue to evolve quickly. We are communicating directly with employees on recommended practices to reduce contact and spread of illness. We have increased cleaning and sanitizing housekeeping practices. We have eliminated all international and domestic commercial business travel. Personal commercial travel has been discouraged. We have established policies for physical contact, distancing, and PPE use. We have asked that any personnel with symptoms quarantine and inform us so that we can take steps per CDC guidelines. We have also asked that personnel with potential known contact with high risk persons or travel to high risk areas within the past 14 days communicate with us so that appropriate steps may be taken to prevent risk to other employees.

We have stopped all travel to customer sites and visits from customers unless it is a business critical situation in which our customer requires face-to-face contact. We plan to continue to communicate to customers on any changes in our operating status and any potential disruptions from suppliers which may put current production orders at risk. We ask that our customers communicate similarly on any impact on their business as well.

We have stopped visits to suppliers unless it is a business critical situation. Suppliers are not allowed to visit on-site unless approved by the site general manager. We are monitoring supplier operating status based on the COVID-19 situation, and monitoring for potential order delivery risks.

During this time, we have a shared responsibility to work together to prevent business disruption as much as possible while keeping one another and our communities safe and healthy. We plan to continue to support you and current orders and projects without interruption. If this changes, we will notify you immediately. We appreciate your understanding through this situation, and we will continue to communicate regularly with you regarding any change to our operating status and response.

Best Regards,



John Kennedy
President & CEO



Tom O'Mara
V.P. Sales & Marketing



Greg Coberly
Global Director of Quality