



## **A message from our President, Mark Gibson**

**March 23, 2020**

At DynaLock Corporation, the safety and well-being of our employees is our top priority. We also have an important responsibility to support our customers. Given our products are instrumental to the security and welfare of the United States of America and therefore consistent with the U.S. Department of Homeland Security's March 19, 2020 Memorandum on Identification of Essential Critical Infrastructure, we are open and ready to serve you with the exceptional customer service you have come to expect from DynaLock. During this uncertain and unprecedented time in history, we are actively monitoring the COVID-19/Coronavirus situation and taking steps to help keep our employees' healthy and safe and to acknowledge our social responsibilities. We wanted to share with you some steps we are taking.

### **Aligning with public health authorities**

We have a Crisis Management Team dedicated to our response to this pandemic and have Business Continuity Plans to ensure the continuation of services. We are closely monitoring updates from the [Centers for Disease Control \(CDC\)](#), [World Health Organization \(WHO\)](#) and our local government agencies regarding COVID-19. We will continue to seek guidance from these agencies throughout this crisis.

### **Protecting our employees and customers**

We have taken drastic steps to limit exposure to the virus. We have put restrictions on travel, postponed large-scale events, limited the size of meetings and group gatherings, provided remote-work solutions, and continue to reinforce safe behavior including social distancing, prohibiting any and all visitors to our facilities and are deep-cleaning all heavily used/appropriate surfaces on a daily basis.

### **Assisting our employees**

We are in continuous communication with our employees reminding them about the importance of good hygiene, providing them with health education and support whenever needed. Employees who feel ill have been told to not report to work and we have specific quarantine and communication procedures in place should an employee be diagnosed with COVID-19, or is asked to self-isolate by a public health authority.

### **Our commitment to our customers and our communities**

We have been investing in technology and increasing network capacity to meet the growing demands of our "always online" culture, and this includes having in place proper contingency plans to ensure service continuity for you, our customers, during this time. We have contacted our suppliers to assure that as a supply chain to many of the sixteen sectors of critical infrastructure identified by the U.S. Federal Government, as well as governments around the world, that they remain in operation at this time.

### **What we ask of you**

We are taking every precaution to ensure the safety and health of our employees and our communities, but we need your help and patience. As the demand for our products and services skyrocket during this time, you may experience longer than normal lead times. Our offices remain open with reduced staff levels and you can always reach us at 860-582-4761 or 877-DYNALOCK. We have also redirected our customer service representatives to their home offices, and you can contact them directly at:

Glen Girard, [glen.girard@dynaock.com](mailto:glen.girard@dynaock.com) – 860-637-2599  
Pete Palmisano, [pete@dynalock.com](mailto:pete@dynalock.com) – 860-916-4805  
Annette Lorenzetti, [annette@dynalock.com](mailto:annette@dynalock.com) – 860-878-9085

If you have any sales related questions, please contact.

Robert Allard, National Sales Manager, [r.allard@dynalock.com](mailto:r.allard@dynalock.com) – 860-798-1189