



1705 Wilkie Dr.
Winona, MN 55987
Phone: 507-452-5109
Fax: 507-453-6180
www.riverstarinc.com

March 17, 2020

Dear Valued Customer,

As the COVID-19 Pandemic brings us new challenges and new understanding each day, we want to share with you the steps we are taking to ensure our ability to deliver the products you need and provide continuity of service critical to your operations. Our companies are acting, and will continue to act, according to the advice and direction of our Federal, State and Local authorities. While our locations at Winona and Lewiston Minnesota will remain open and operating, we are taking the following actions:

- All business travel by our employees will be restricted and be approved for only exceptional situations.
- Visitations by individuals outside our companies will be restricted to urgent matters and will require the approval of the responsible General Manager.
- To accommodate individual employee schedules impacted by school closings and child care restrictions we will establish alternate work schedules, shift re-assignments, flexible schedules and additional shifts for continuity of manufacturing.
- Employees, for whom remote work is feasible, will be asked to work remotely to the greatest extent possible. Additional IT infrastructure and connectivity accommodations are being secured to support our remote work needs.
- As is now standard practice, our companies have instituted additional, aggressive cleaning and sanitation procedures to reduce opportunities for the transmission of illness within our facilities.

To you, our valued customer, we will continue to deliver the exceptional service and support you expect. Although your customer team may be working at a remote location, they are never more than a phone call or email away. Voice messages left for our customer team members will automatically route to their email so there will never be a loss of contact.

We also want to assure you that we continue to monitor the supply network supporting your products. We are in daily contact with our supply partners to assess part availability and logistic continuity. When indicated by market constraints or delivery concerns we are accelerating our purchase schedule, acquiring safety stock, or seeking alternate sources. No longer constrained to components from China, this supply picture is highly dynamic. Your customer team will apprise you of any potential supply disruptions and work with you on mitigating strategies. To this end, we ask for your assistance in providing us with the best forecast you have for your product needs over the next 12 months and beyond where possible.

We are honored by the trust you have placed in us to manufacture your product. As always, your customer team is available to answer any questions you may have. Additional information about our company and our network can be found at the web sites below.

www.riverstarinc.com

www.riverbendelectronics.com

www.riversideelectronics.com

Bryan Lande
General Manager
RiverStar Inc.
507-494-5210
blande@riverstarinc.com