



**EverGlow® NA, Inc.**

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## **March 2020**

EverGlow NA and our parent company in Germany, EverGlow GmbH, are taking steps to be able to continue to serve our customers during this recently declared (coronavirus) COVID-19 pandemic. At this time, we are able to meet your needs for the foreseeable (near-term) future and no EverGlow Associates have been infected with this coronavirus.

- First, and foremost, we are taking steps in each company to preserve the safety of our Associates, Customers, Suppliers and Visitors in the US and Germany.
- Second, we have significant existing inventory and plans to manufacture more as needed, to meet the requirements of our customers in a timely fashion.
- Third, EverGlow is monitoring updates from the primary parcel and freight delivery companies we use for shipments in the US and Germany.
- Forth, we are working with our supply chain to maintain the quantities of raw, auxiliary and operating supplies we need to maintain product production in the US and Germany.

Because things can change rapidly during this pandemic, and some of these changes will be beyond the control of EverGlow NA and EverGlow GmbH, we want to provide you with our view of the potential for impact to your business.

### **a) Delays fulfilling your order.**

- i. Currently, there are NO DELAYS shipping EverGlow Standard Signs and Markings which we inventory in the US and Germany. Previously quoted delivery is still valid.
- ii. Delivery of EverGlow Custom Signs and Markings, which have a longer delivery time, has not changed.
- iii. EverGlow anticipates, but cannot guarantee, only short delays in delivery over the next 30 – 90 days.
- iv. Delays caused by government requirements or delivery services are our greatest concern at this time.
- v. If delivery is delayed beyond what we anticipate due to conditions which we cannot control, we will consider this a “force majeure” event.

### **b) Pricing.**

- i. EverGlow NA has NO PLANS to increase pricing during this pandemic. Pricing for previously quoted projects is still valid.
- ii. We are not aware of any changes in our supply chain that would require us to increase pricing during this pandemic.

- iii. We are most concerned about changes by the government or by our primary delivery services which will require us to arrange for alternative means of delivery to you. This could affect pricing all along our supply chain.
- iv. If pricing is forced to increase beyond what we anticipate due to conditions which we cannot control, we will consider this a “force majeure” event.

**c) Services.**

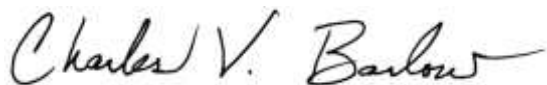
- i. EverGlow NA offers Installations Services. At this time, we can honor our project commitments.
- ii. We cannot guarantee adherence to a previously committed installation or schedule during this pandemic.
- iii. We are most concerned about delays in the construction schedule, government requirements and availability of installation labor.
- iv. We will make every attempt to honor our promises for installation during the time period previously discussed. Deviation from previously agreed upon installation schedule due to circumstances beyond our control will be considered a “force majeure” event.

**Conditions which might trigger a “force majeure” event for EverGlow.**

- Anything which we believe might compromise the health and safety of our Associates, Customers and Suppliers.
- Suspected or confirmed COVID-19 infections.
- Anything which might be considered unlawful.
- Government requirements or recommendations by a healthcare professional which might result in travel restrictions, quarantine or isolation conditions or limits to people allowed on a worksite.
- Service interruptions from our primary delivery services for which we cannot find an acceptable work around.

EverGlow has contingency plans for, if necessary, working from home during this pandemic. We have plans to provide for the minimum staffing required for production and order fulfillment during this time. We are optimistic that our Associates in the US and Germany will be able to meet your requirements with minimal disruption. We ask for your cooperation – order well before you need to receive our shipment. Give everyone in our supply chain the best opportunity to meet your project needs.

Sincerely,



Charles V. Barlow  
**EverGlow® NA, Inc.**