



## COMMUNICATIONS BULLETIN

**Bulletin:** COVID-19  
**Date:** 3/18/2020  
**To:** External  
**From:** Tom Bush, President and COO  
**Subject:** Coronavirus (COVID-19) Pandemic and American Seating's Actions During this Crisis

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**Dear Valued Customers, Suppliers, Partners and Friends of American Seating:**

Like you, we're closely monitoring the evolving global coronavirus (COVID-19) pandemic.

American Seating is taking appropriate actions to protect the health and safety of our employees and our communities, including implementing preventive measures recommended by our local, state and federal government and health authorities, the Centers for Disease Control and Prevention, and the World Health Organization.

We've been in communication with other companies, and with many of you, as this situation is evolving. We welcome additional communication and collaboration.

Our top priority is to protect the health and safety of our employees and those connected to American Seating. Our second priority is to provide products and services as safely and swiftly as possible during this unprecedented time.

**Here are the actions that we are taking:**

**For employees:**

We are providing regular updates to all employees and taking all necessary safeguards, including a comprehensive set of measures as recommended by government and health authorities, to ensure the risk of any virus transmission within our facilities is as close to zero as possible.

We are:

- Increasing the cleaning and disinfecting of our facilities
- Providing sanitizing products, and encouraging employees to practice protective hygiene and personal-space distancing from one another
- Requiring employees to stay home if they feel unwell or if members of their household are ill, and to seek medical attention as appropriate
- Postponing all employee business travel until further notice
- Requiring all employees who can do so, to work remotely
- Implementing measures to limit in-person meetings and reduce contact

**For visitors – customers, suppliers and others:**

For the safety of all, visitors – except for routine, pre-approved suppliers – are not allowed in our facilities until further notice (for questions about pre-approval, please contact 616-732-6600). All are encouraged to communicate with American Seating employees via phone, email or videoconference. We also encourage all to adhere to the important recommendations being made by our local, state, federal and global government and health officials.

**Please help us to keep our operations running as normally as possible:**

**Customers:**

Please let us know as soon as possible if you anticipate any changes to your product needs and scheduling. Also, we appreciate your patience and understanding should we need additional time to get products and services to you.

**Suppliers:**

Please let us know as soon as possible if you anticipate any delays in parts, materials or services that would impact production.

**If you have questions or need anything:**

Please reach out to your regional sales representative or customer service at 616-732-6600.

We will continue to monitor this situation and provide additional communication as more information is available.

Thank you for being a valued member of the American Seating family!

Sincerely,

Tom Bush

President and COO