

Dear Valued Customer,

To date, Neptune has been closely monitoring the COVID-19 (coronavirus) situation. Our primary goal is to protect the safety and wellness of our employees and our communities, while still meeting the needs of our customers. Relying on updates and direction from the World Health Organization (WHO) and Centers for Disease Control & Prevention (CDC), we are following the CDC's published guidance for business and employers.

At this time, Neptune locations are remaining open and our customer service and support functions will continue to be available. We have prepared office employees for the possibility of working remotely and those who can work from home have been encouraged to do so. Non-essential business travel has been restricted and we are following our countries' guidelines in respect to travel safety.

We are also constantly reviewing our supply chain. Based on the state of manufacturing operations with our various suppliers around the world, we do not currently anticipate there will be a delay in our ability to deliver product.

Our daily factory operations have not been impacted and we are committed to continuing to supply product and software. For now, Neptune operations will continue as normal, so long as we are confident that our employees can work safely. We are taking the following steps to further protect our employees in the factory:

- Cleaning our facilities in accordance with CDC guidelines
- Making hand sanitizer available
- Sharing educational materials around health and handwashing
- Restricting access to Neptune facilities by visitors
- Mandating that employees who have been exposed notify their supervisor immediately and do not come to work

We are regularly monitoring this developing situation and will provide any updates to changes in procedures as necessary.

For more information, please utilize the following links about COVID-19:

- [WHO Update on Coronavirus](#)
- [U.S. Centers for Disease Control Update on Coronavirus](#)

Please contact your Neptune territory manager with any questions or concerns you may have.

Sincerely,



Don Deemer
President