



April 3, 2020

To: Our Valued Thermtrol Partners,

There are significant concerns regarding the COVID-19 pandemic, and how businesses are addressing these challenges. Thermtrol would like to provide information about Ohio's "shelter at home" order, which is aligned with other local, state and country governments that have issued shelter-in-place or stay-at-home orders for non-essential business.

**As a designated essential business, THERMTROL is continuing to conduct all business necessary to support our partners.**

This means that even in these challenging times, we will continue to operate our business, consistent with all local requirements, regulations and restrictions, in order to provide a continuing supply of products with exceptional quality and service. Our primary manufacturing facility in Vietnam is running at normal levels and we are actively shipping both from our Vietnam location and our Ohio warehouse.

As this is not business as usual; our priority is with a focus on the health and safety of our employees and customers. Thermtrol has taken precautionary measures including implementation of office and warehouse COVID-19 health and safety protocols, where possible our employees are working from their homes and we have instituted the temporary elimination of external face-to-face meetings, using video conferencing in its place.

As the pandemic progresses, the situation may change. Our goal is to limit any disruptions to our partners and continue providing the same quality, service and support to which all have become accustomed.

Thermtrol is a premier North American Supplier using their wholly owned global manufacturing site to produce high-volume wire harness primarily serving the Automotive, Medical and Industrial markets. Vietnam has been the primary location for volume production since 2003 (click [here](#) for a short video overview of that location).

For over 30 years, Thermtrol has worked hard to exceed customer expectations through world class quality, customer service excellence and engineering support; all at competitive prices, enabling them to become a customer's benchmark supplier.

If you have any questions, you can reach out to us at any time via e-mail at [sales@thermtrol.com](mailto:sales@thermtrol.com) and also visit our web site [www.thermtrol.com](http://www.thermtrol.com).

Stay Safe and Healthy