

March 24, 2020

Dear WALTCO customer,

As we monitor and better understand the spread of the COVID-19 in our communities, the team from WALTCO want to be transparent about our actions as a company to protect you as a customer, our employees and families. This is our top priority, ensuring the health and safety of our employees, the communities we live and work and those who are most vulnerable at this time.

In parallel, as we work to prevent and protect as we ensure the health and safety of our employees and providers that have access to our plant, we will continue to monitor the situation very closely and respond accordingly. At WALTCO, we are taking decisive actions in response to the coronavirus (COVID-19) outbreak, including how it pertains to the services we provide for our employees, customers, suppliers, and partners.

As we work closely with the government of Ohio and local authorities, we have adapted our shop floor to meet the necessary requirements established by Summit County (OH) Health Department and WALTCO manufacturing including Parts and Service remain fully functional. Additionally, several of our customers reiterated the need to have WALTCO as part of their critical needs to ensure the supply chain remains able to deliver goods that are highly needed by the population at this time.

Therefore, we continue to operate our plant, build liftgates and having Parts and Services ready for your needs. Our commitment to you as a customer does not change, however, we ask for your support to work closely with us in order to increase our communication and to add as much flexibility as possible when planning your business needs in the days to follow. Once again, communication is key to ensure that the right product reaches you (and your customers) at the right time. Our teams are equipped with the resources, technology, and tools to work as normal from flexible locations if needed in order to support the shop floor personnel and those measures are already in place.

While it is not possible to predict the evolution of the COVID-19 situation and its impact on workplace practices and operations, we will keep you informed and updated if we have any significant changes; once again, we are fully operational and we will continue to support your business and your customers. The Waltco team is available at any time to answer questions or concerns.

Sincerely,

*Carlos Da Silva*

Vice President of Sales Americas

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