



March 16, 2020

To all Rusken Customers:

As COVID-19 (the coronavirus) continues to affect our nation and the world, I want to personally update you on the steps we have taken to ensure the health and safety of our workforce along with giving you a brief overview of our business continuity plan.

### **Employee Health and Safety**

The following are some of the initial steps we have taken to ensure the health and safety of our employees:

1. All company airline travel has been suspended until further notice.
2. All regional ground travel by employees must be approved by the employee's immediate supervisor.
3. All employees have been encouraged to wash hands often with soap and water and practice good hygiene.
4. All employees have been instructed to leverage technology and conduct internal and external meetings virtually as much as possible.
5. All employees who visit customer sites have been advised to contact the customer beforehand to verify their site visit policies and procedures. All employees who do visit customer sites have been instructed to comply in all aspects with any such policies and procedures enacted by the customer.
6. Visitors or contractors entering our facility must be essential to our business. Non-essential work is put on hold until further notice.
7. We are actively monitoring the Center for Disease Control and local public health departments for recommendations and best practices.

## **Business Continuity**

Our business volume has remained consistent and we have ample capacity to serve our customers. We have 12 facilities in 6 states so our ability to meet the demands of our customers is strong. We have built in redundancy in the supply chain to make sure our material supply stays strong. Our management team is meeting daily to ensure quality service and no disruption in operations. We appreciate the trust you place in us to meet your packaging needs and rest assured that we are here for you.

This is an unprecedented time for everyone, and the situation is changing daily. We will constantly monitor, discuss and implement additional measures as necessary to ensure business continuity for our customers and the health and safety of our employees. Please contact me if you have any questions.

Greg Rusk, President  
Rusken Packaging, Inc.