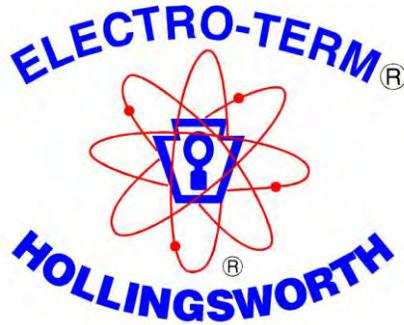


50 Warehouse Street  
Springfield, MA 01118-1058  
Telephone 413-734-6469  
Fax 413-733-0827



[WWW.HOLLINGSWORTH.COM](http://WWW.HOLLINGSWORTH.COM)  
EMAIL: [SALES@HOLLINGSWORTH.COM](mailto:SALES@HOLLINGSWORTH.COM)

*"Solderless Terminal Specialists"*

Dear Electro-Term/Hollingsworth Customer:

This memo is written in an effort to keep our customers and suppliers apprised of the actions we are taking to limit the spread of the COVID 19 virus and to ensure our business continuity. As of today, Electro-Term/Hollingsworth (ETH) has experienced no delays or limitations in our supply chain due to the Coronavirus (Covid-19) but we are taking the risks posed by the COVID 19 outbreak very seriously and are developing plans to ensure our ability to respond to our customers with the high level of service and care they have come to expect. We continue to monitor the situation closely by monitoring the CDC website and other sources and are receiving continual and detailed communication from our entire supply chain to understand any concerns or constraints that develop. While ETH has not experienced any direct exposure to or positive tests related to the COVID 19 virus, we have changed several policies to limit contact and possible exposure to the virus. Here are some of the actions taken thus far:

- 100% of all key raw materials used by ETH are sourced from US-based manufacturing facilities.
- We are reviewing material availability concerns and have been implementing "safety stocks" for any single-sourced raw materials to protect inventory and ensure continuity of supply should there be an outage by our supplier.
- Most of our suppliers have already formed a crisis team to monitor and update us on any changes to existing or future purchase orders.
- ETH has implemented a non-essential travel and visitor ban.
- We have encouraged our associates while away from work to avoid large gatherings and anyone who is known to have come in contact with the virus.
- We are obviously encouraging clean/safe practices per the WHO and CDC and have deployed additional hand sanitizer stations throughout our facilities.
- Precautionary health information has been distributed to our employees inclusive of the following:
  - Wash your hands using soap and water for at least 20 seconds. Wash before and after eating, after using the restroom, and regularly during the day.
  - Use alcohol-based hand sanitizer in between hand washing.
  - Regularly clean common surfaces with antibacterial wipes or sprays. Be sure to read the directions; many cleaners must dry on the surface in order to be most effective.
  - Cover your cough or sneeze into your elbow. Use a tissue and immediately dispose of the tissue. Wash your hands after sneezing.
  - Stay home if you are sick, including if you have a respiratory illness (coughing, sneezing) or a fever.

- Avoid travel to places where the virus has spread.
- In addition to these actions, we have implemented practices that will reduce close interactions among our people while continuing our ability to respond to the needs of our customers.
  - Other departments will be separated within our buildings to create space and reduce risk.
  - We are also investigating staggered shifts for our production and warehouse workers.
- We have reviewed and updated our written contingency/disaster recovery plans. This includes identification of other sources which can provide the products we need to meet our customers' requirements should a supplier have any production limitations.

**In conclusion, ETH has not identified any significant risk or supply limitation at this time.** We are in close contact with our suppliers to ensure we understand and anticipate any supply chain disruptions that have not already worked their way through the system. As this is a very dynamic situation, if we are made aware of new information, and identify a risk to your product, we will alert you immediately. Our top priority is to ensure the safety of our employees while managing and maintaining the stability of our supply chain to provide on-time delivery to our customers. If you have any questions, please reach out to your Electro-Term/Hollingsworth sales representative or customer relations contact. Thank you for your business and continued trust in Electro-Term/Hollingsworth for all of your Solderless Terminal / Tooling / Wire Harness / Cable Assembly needs.

We will continue to provide updates as appropriate.

Sincerely,



Thomas Dancy  
President

**ELECTRO-TERM/HOLLINGSWORTH** 

*"Solderless Terminal Specialists"*

50 Warehouse Street, Springfield, MA 01118

Phone: (413) 734-6469 Fax: (413) 733-0827

[www.hollingsworth.com](http://www.hollingsworth.com)

## Questions or Concerns

Contact us directly at [hstsales@hollingsworth.com](mailto:hstsales@hollingsworth.com) or your local sales representative or customer relations contact.