



With COVID-19 now declared a global pandemic and spreading fear in communities, major impacts are to be expected down the road for our entire industry.

As CEO of this company, I would like to inform you personally about the prospects of our company and what steps we have taken so far. We believe our employees' and customers' health and welfare is of the utmost importance.

First and foremost, we are working closely with both County and city officials to receive the most up-to-date information and guidance.

While Poundex remains open for walk-in customers for the time being, social distancing is enforced strictly, and we've employed various tactics to maintain open space in our facilities. All common areas will be cleaned and cleansed multiple times a day. Hand sanitizers, facial masks, alcohol wipes, and gloves are provided for our employees servicing you daily.

We are working closely with factories to ensure that our supply chains remain intact and items will either be in stock or replenished quickly. Our logistics team is also negotiating with carriers and terminals to mitigate the foreseeable port issues due to occur soon.

No one can say for sure how the situation will develop for weeks and months ahead. In the meantime, Poundex will continue to serve you and while doing so take necessary measures to minimize risk for everyone in our facilities. We promise to remain transparent and keep all of you informed.

Thank you for your long-term support.

A handwritten signature in black ink, appearing to read "Susan Chen".

Susan I. Chen  
CEO  
Poundex Associates Corporation