



Communications Corporation of America
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Dear Valued Customer,

CCA is closely monitoring developments regarding the outbreak of the 2019 Novel Coronavirus (COVID-19) and following the guidance of the Centers for Disease Control (CDC) and the World Health Organization (WHO). News of the coronavirus has been increasingly inundating our news channels, social media feeds, and emails. While this is still a fluid situation, with updates and information being released almost daily, we want you to feel confident in our approach to business continuity and preparedness.

CCA has the highest regard for the safety and well-being of our employees. We will be continuing to implement the appropriate protocol in respect to hygiene practices and precautionary measures. Thus far, we have not found any issues or health concerns within our facilities. Should that change, we will react accordingly. At this time, there are 3 known cases of COVID-19 in the city in which we have our manufacturing location, we want to assure you that CCA is closely monitoring the situation.

In order to help prevent possible virus exposure we have implemented the following precautions:

- All departments are being equipped with extra soap, sanitizer, and cleaning products to ensure ongoing safety
- All high traffic areas are undergoing thorough cleansing including sanitizing doorknobs, handles, equipment, etc. on a regular basis
- All employees are being informed of best hygiene practices in direct accordance with official recommendations from WHO, CDC, and government/authorized reports
- All employees are being informed of the various symptoms to allow for informed diagnosis and prevention and are required to report any recent or planned international travel to high risk locations

At this time, CCA employees are discouraged from scheduling non-essential travel and meetings. Employees who are able to work remotely may take advantage of the collaboration technology and tools we have available. We are committed to both the health of our employees as well as eliminating impacts to our business operations.

CCA has developed a business continuity plan which provides for contingencies in the event of widespread reductions in our staffing. This plan includes arrangements with many long standing partners in our geographical region that can provide comparable digital print and lettershop services. Our plan has also emphasized the use and cross training of administrative personnel in

all production areas, which allows CCA to continue to run in the event of staffing shortfalls, due to illness. Many of our long standing administrative personnel began in our production areas.

We are also monitoring our supply chain for raw materials to ensure that there are no interruptions that would have an impact on our production. As well, we'll continue to monitor the effects of this situation as it pertains to USPS mail deliverability.

As the COVID-19 virus impacts continue to evolve in the coming days, CCA Management will continue to monitor the potential impacts on our workforce and remain proactive to ensure their safety and our commitments to our clients.

We appreciate your trust and we look forward to providing the level of service you expect from CCA.

Ken Bentley
General Manager