

COVID-19 UPDATE

temporary ILM plant closure

April 12, 2020

Dear Valued Customer:

By order of the Mexico Government, our Rosarito, MX facility (ILM) was instructed that it cannot reopen after the Easter holiday weekend. It is our expectation that ILM will reopen on Monday, May 4th (fifteen business days.) There has been an increased number of COVID-19 cases in the Rosarito area resulting in more stringent closures throughout the region.

As a result of this closure:

- All incoming orders will have a 20 day lead time assigned. (e.g. orders received on Monday, April 13th will have an estimated ship date (ESD) of Monday, May 11th.
- Orders in-process at the plant will automatically have their ESDs adjusted; notifications with new ESDs will be sent to all affected customers early this week. These orders will receive priority upon the plant's reopening.

As a reminder, these product categories are not affected by this temporary closure:

- Composite Shutters
- PolyResin Shutters. Any orders that were in-house at ILM will be re-routed to another plant.
- Vertical Blinds
- Vertical Shadings

While the plant is closed and fabrication ceased, key ILM personnel will continue to work from home throughout the plant closure. There are in-bound shipments that need managed, communications between the ILM and Salt Lake City customer service teams, etc. All of these activities are critical to quickly ramp up operations post-closure and get back to providing the service levels you expect from us.

As we have learned this last month, closures happen quickly but can also change quickly. We will continue to be in close contact with the local government authorities throughout this period. Should there be any relevant changes, we will notify you as quickly as possible.



The CBG and ILM teams thank you for your patience throughout this COVID-19 situation. Please know that with every challenge, we continue to stay committed to doing right by you. We appreciate your support and business and wish each of you good health.

Best regards,

A handwritten signature in blue ink that reads "Chris DeBella". The script is fluid and cursive.

Chris DeBella
Vice President, Sales