



Dear Knight Wall Systems Customers:

It goes without saying the entire world is currently faced with unprecedented challenges in the spread of the COVID-19 virus. Today, I would like to address what the Knight organization is doing in response.

To start, Knight Wall Systems has implemented a COVID-19 management policy in accordance with the CDC and Washington State Department of Social and Health Services recommendations.

As we're making the health and safety of our employees, customers and associates the top priority, we have also met with our supply chain partners already to ensure a consistent material supply for the next six months. We are currently continuing to ship orders and complete services without interruption. We plan to remain operational for as long as possible. A lockdown or COVID-19 infected environment would be the only condition that would affect our shipping plan.

But for the time being, we have eliminated all travel for our employees. And depending upon how this situation progresses, some staff may work remotely to limit risk—but this should not impact our ability to respond to any questions or requests from customers. We have asked our independent sales representatives across the country to not engage in face-to-face meetings on behalf of KWS; however, we are asking all reps to follow-up via phone or email for any general inquiries, questions, requests for quotes, etc. that we receive.

During this time, we are doing our best to stay safe and healthy while still providing the best customer service we can. But we also understand this is a fluid situation, and things can change rapidly. We will publish updates on our website and social media platforms to keep you apprised of any developments moving forward.

The Knight companies are committed to doing everything possible to support our employees, customers and community. Working together, we will get through these challenges.

If you have any further questions, please feel free to contact us.

Best wishes,

Douglas J. Knight