



March 23, 2020

Dear Valued Customers and Partners:

A lot has changed over the past few days. States such as New York, Pennsylvania, Illinois, and California have recently implemented similar non-essential business closures and workforce limitations.

All our Crystal locations in each respective state have been diligently evaluating the most current information, regulations, and mandates. At this moment, based on our interpretation of the latest executive orders, Crystal will remain open as an essential business.

On a federal level, as defined by the U.S. Department of Homeland Security memorandum titled, "Identification of Essential Critical Infrastructure Workers During COVID-19 Response," issued on March 19, 2020, Crystal qualifies as an exemption. I must emphasize again; this is based on Crystal's interpretation and should not be relied upon to determine whether your business is an essential business exempt from a state's closure requirements.

Our products are essential to the closure of building envelopes, to the repair of broken glass and windows in buildings from hospitals to households to government sponsored affordable housing buildings and institutions. Our products not only maintain and improve interior conditions, but also building security.

Crystal will continue to operate while following best practices guidelines from the CDC. At this moment, our supply chain has been unaffected. The Crystal team will continue to contact our customers to confirm delivery. **Please let us know of any changes with your operations that may prevent you from accepting our product shipments.** We are prioritizing our production and delivery based on emergency glass and window needs related to security or interior environment needs for hospitals and households. We want to be proactive in scheduling the most essential projects first.

With all this in mind, the Crystal team's health and safety are our main priorities. I am sure, as with your business and throughout the nation, some of our team may choose the option to stay home to take care of loved ones including their children due to school closures. Crystal will continue to work around our employee schedules, and if this leads to potential delays of product, we ask for your patience during these challenging times.

Thank you for your partnership and understanding. Please feel free to contact your respective Crystal account representatives or me if you any questions.

Sincerely,  
Steve Chen  
President

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