



March 23, 2020

### **AIDA-America Corporation COVID-19 Business Update**

Dear Valued Customers, Suppliers and Partners:

We hope you and those around you are well and working to stay healthy as we combat COVID-19 together.

The Dayton & Montgomery County Public Health Department has confirmed that AIDA-America is deemed essential as we manufacture, service, and support equipment that supports the following essential industries: transportation; home appliances; agriculture; electrical, plumbing and heating; and medical. With the safety and health of our associates of the utmost importance to us, we have implemented flex schedules and are following all recommended guidelines regarding distancing and hygiene for our employees to reduce risk of exposure.

To ensure the best possible service and sales response, we would like to remind our partners the best methods to communicate with us:

Service:	937-235-3599
Parts:	937-235-3588
Other:	937-237-2382

- In response to questions we have received from our business partners:
  - Visitors: AIDA-America is open for visitors on an as-needed basis only. Please discuss with your contacts prior to arriving.
  - Delivery Status: Our manufacturing operations continue to operate at normal levels. We are working with our suppliers to minimize supply chain disruptions. We will keep our customers up to date on any schedule changes.

#### AIDA Global Company Update

AIDA Canada: Remains open

AIDA de Mexico: Remains open

AIDA Engineering (Japan): Remains open

AIDA Engineering Malaysia: Closed until April 1<sup>st</sup>

AIDA Europe: Closed indefinitely due to severe outbreak in Northern Italy

If you have any questions, please do not hesitate to contact us. These are difficult times for us all, but we hope at the end this will make us all closer and stronger. Please stay healthy and safe.

#### **AIDA-America Corporation**

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