



April 29, 2020

To: All DoorKing Customers

Re: **COVID-19 Update**

Resumption of Shipping from our Finished Goods Warehouse

As you know, DoorKing is open and has been shipping repair items to keep currently installed locations using DoorKing products up and running.

As the deaths due to COVID-19 in Los Angeles County appear to be flattening, we feel we can safely start shipping from our finished goods inventory on Monday, May 4th. Due to limited staff, safety concerns, and limited inventory, we have instituted the following guidelines for shipping product from inventory:

- No large circuit board orders. Repairs and advance replacements only.
- Due to limited inventory on phone systems, you may experience back orders.
- Due to limited inventory on gate operators, you may experience back orders.

These are unprecedented times and we appreciate your help in following the above mentioned guides lines so we may fulfill as many orders as possible.

Our Plan to Safely Ramp up Production

We shut down new product production and shipments on March 20th due to COVID-19. We furloughed many employees and many continued to work from home. We currently are working to ensure everyone's safety when we start to ramp up production. We are presently modifying our facility with the following changes:

- Plexiglas and plastic sheet barriers have been installed in manufacturing areas to protect and distance employees.
- Benches are being moved to accommodate 6-foot distances.
- Walking and work areas are being measured and marked to keep employees more than 6-feet apart.
- Lunch room tables, chairs and microwaves are being moved and marked to keep a distance of 6-feet.
- We are converting all of our time clocks to no touch units.
- Shifts and breaks will be staggered to keep groups of employees from gathering.
- Disposable masks and gloves are available for employees.
- Cloth masks are on order.
- Highly touched surfaces, such as doors knobs, will be cleaned throughout the day.
- Infrared gun type thermometers are on order to take employees' temperatures before coming on campus.
- Air Scrubbers with UV light are being installed on all our HVAC units to help clean the air of germs.
- Employees will be trained and monitored to assure a safe work place.

We are hoping the Los Angeles County Health Department's "Safer at Home" order, extended to May 15th, will in fact end on May 15th. Therefore, we anticipate to start ramping up production with a limited number of employees on Monday, May 18th.

This has taken quite a toll on all of us. All of us here at DoorKing wish to thank you all for your help and understanding in these unprecedented times.