

# QSA GLOBAL.

## Re: COVID-19 UPDATE.

Date: March 24, 2020

To: QSA Global, Inc. Customers

The impact of COVID-19 continues to expand and create new challenges worldwide. Most recently in the US we have seen several state Governors issue Executive orders to help reduce the virus spread through the closing of all government offices and also direct many businesses to shut down or significantly reduce the number of employees on-site. The Executive orders also encourage “essential businesses and operations” to remain open while rigorously practicing well-documented Dept of Health guidelines on social distancing and hygiene.

Per guidelines included in the orders, QSA Global, Inc. is considered an “essential business and operation” and may continue physical operations and this is our plan for our facilities in La Porte, Baton Rouge and Burlington in the US. It is also our current plan for our facility in the Czech Republic serving Europe and our Sentinel Asia facility in Seoul serving much of Asia.

Our supply base does continue to remain solid. As noted previously, most of our hardware components are sourced from suppliers in a variety of US geographic locations and our isotopes are sourced from multiple domestic and international suppliers. We have verified supply security with the key components of our electronic products and certain other components we have already stocked up on to assure supply. As indicated above, all our facilities are operational (although most business and commercial personnel are now working from home so please be patient and persistent).

We are unfortunately, starting to see an increasing impact on our logistics networks. This started in Asia and now has heavily impacted Europe. In most cases this involves airline shipment delays of up to two weeks and frequently cost increases. Working with our network of skilled forwarders and brokers we are doing our best to get product delivered in a timely manner and have mostly been successful. We do ask your patience with the disruptions in the airline industry.

As an Illinois Tool Works (ITW) company, we are well-supported with the latest information and a broad range of enterprise resources. We will be constantly monitoring for any changes and adjusting to ensure a continued supply to keep our customers up and running during this challenging period. Since the situation regarding COVID-19 is evolving daily, we will always work to keep you informed of any changes that would affect your orders.

Sincerely,



Darcy Hunter

VP/GM QSA Global, Inc