



Date: 03/13/2020

Re: Novel CoronaVirus (COVID-19)

Dear Customer / Business Partner:

As we continue to monitor the latest updates and information about the global COVID-19 outbreak, we are taking additional measures to ensure we safeguard the health of our customers, employees and preserve our ability to operate. Over the past several weeks, we have been and are continuing to take actions to prevent infections at our work sites and production facilities. Bird is deploying a pandemic preparedness plan and is working to be proactive in our approaches to ensure business continuity while following state and federal guidelines.

We have identified areas which we consider critical to our operations. Within these areas, we have developed operational continuity plans in our teams to ensure we have sufficient resources to keep production running and products shipped to our customers. We are also stepping up our restrictions around site visitors, including customers and vendors, by not allowing anyone who isn't considered operations critical to enter Bird premises. We are also reducing the number of in-person meetings and cancelling large group gatherings.

We are enforcing travel restrictions to only business critical (both internationally and domestically) and have strongly encouraged our teams to carefully consider any personal vacation plans and if they travel to an area of concern, to self-quarantine upon their return home. We have also shared the same expectations with our on-site contracting companies and logistics providers to also mitigate the risk of spread into our operations areas.

Our supply chain management has currently been successful in limiting any disruptions however, we would expect some impact if the COVID-19 outbreak continues for an extended period. We do request that customers allow adequate production time in the current environment. Current disruption estimates are minimal at this time and we are trying to meet all customer requested dates.

Additionally; our customer service, inside sales, and applications engineering hold/response times may be longer than usual as some staff will be working remotely for a period of time.

The Bird Management team will continue to closely monitor this evolving situation and will update you on any important changes to our policy. We are confident in our preparation and contingency planning for this situation. It is also important to remember that the majority of Bird Electronics products are produced and sourced here in the U.S. and as such we are not as reliant on technologies from other countries who have been more heavily affected.

Bird remains committed to providing superior products and support that our customers and partners worldwide have come to expect.

Respectfully;

Terry Grant  
President/CEO