



March 19, 2020

Addressing Concerns Regarding Coronavirus (COVID-19)

Dear Valued Customer,

We have entered an unprecedented time in our nation's history with the arrival of the Coronavirus (COVID-19) pandemic. At Barcom, our priority is the health and safety of our employees, and how we can limit our exposure to customers, suppliers, industry partners and community members as we continue to follow the latest developments. We are learning right along with you as the spread of this disease unfolds, and as a company we have developed a plan of action to minimize the potential impact of COVID-19 on our employees and customers.

Given the nature of our business, much of the work we do is performed electronically so the impact on our customer base is minimal. In addition to phone support, we can provide technical assistance using video and remote device technology which eliminates the need to go onsite unless absolutely necessary.

Although the current situation is very challenging for all of us, and we want you to know we are operating at full capacity and are here to help.

We are doing our part as a company to protect ourselves and the community around us, and we're fortunate to be able to continue working hard to support our customers. An important part of survival in difficult times is to keep moving, stick together, and find ways to traverse through the twists and turns along the way.

We are a committed partner and want you to be successful. Do not hesitate to contact us with your questions and concerns and we'll make every effort to assist.

Wishing you good health and safety,

A handwritten signature in black ink that reads "John Rewcastle". The signature is written in a cursive, flowing style.

John Rewcastle, President
Barcom, Inc.