



Marianne W. Gaige

Chairman and Chief Executive Officer

March 13, 2020

Subject: COVID-19 Update

We realize that you may be concerned about the public health crisis related to the COVID-19 virus and its potential impact on Cathedral's ability to deliver on our commitments and obligations to you during this difficult time. Please be assured that our COVID-19 preparedness is part of our corporate resiliency program and we are taking every necessary step to ensure that all of our facilities continue to operate at our normal rates. As your trusted partner, we are committed to continue providing you the high-quality service and support you rely on, while safeguarding the health and well-being of our employees and customers.

We continue to monitor developments in the spread of COVID-19 and our Senior Management Team is meeting regularly to ensure our preparedness. We are taking precautionary measures to protect our work force and ensure continued delivery of our services. Below is a summary of our contingency plans in response to current events.

Health & Safety – To help prevent the spread of the virus, we have imposed certain mandatory travel restrictions, remote working policies and enhanced visitor precautions. In addition, we have supplemented our normal cleaning services and formed a response team that meets and communicates regularly.

Business Continuity – Our production facilities in Rome and Deer Park, N.Y., Lincoln, R.I., and Orlando, FL, are operating normally and are following protocols from our Business Continuity (BC) & Disaster Recovery (DR) plans. We continue to conduct BC and DR testing to validate our readiness response. We have contacted our major suppliers and do not anticipate any interruption in our normal supply chain. Our paper suppliers have verified that their products are manufactured in North America, and they continue to operate without interruption.

Transportation – We continue to ship products to our customers without disruption. We are in regular contact with our carrier partners and are not experiencing any capacity issues.



We are ready and available for any communication or additional service needs you may have. Please reach out to your sales or customer service representatives with any questions or concerns. We are committed to ensuring the safety of our employees during this time and will continue to provide updates periodically.

I hope you, your loved ones and your colleagues stay well and safe.

Sincerely,

A handwritten signature in blue ink that reads "Marianne W. Gaige".

Marianne W. Gaige