



March 20, 2020

Subject: COVID-19 Weekly Update

As your trusted partner, Cathedral is committed to continue providing you the high-quality service and support you rely on, while safeguarding the health and well-being of our employees. To do this effectively, I want to open lines of communication to keep you informed and aware of what we are doing here in response to COVID-19. For the next several weeks, I will be posting regularly to our websites and sending emails containing pertinent information and updates as we receive them.

Response to Current Mandates

As you may have read, some states are issuing 'Stay At Home' orders and/or limiting non-essential businesses to close for a period of time to deter the spread of COVID-19. Since Cathedral provides data processing and hosting as well as printing, mailing and shipping services to essential businesses and organizations, Cathedral is considered essential for these mandates. We are continuing our operations in all four production locations at full capacity. Please find the measures we are taking to ensure uninterrupted service and safety outlined below:

- Our production facilities have enhanced their cleaning procedures and enforced appropriate social distancing, where applicable.
- 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.
- Our safeguards are in place. This includes Cathedral's disaster recovery, business continuity and incident response plans and they are all up-to-date and tested.
- We are adhering to all local work-from-home requirements and currently have all staff that are able to, working remotely. Cathedral's data centers and work-at-home systems are running well, this includes systems access and security which are all functioning at optimal performance.



USPS Update

The USPS is thoroughly prepared for all contingencies and regularly responds to natural disasters that have far greater potential to shut down service in the US. They have a robust re-direction plan where they reroute mail based on class and size to other plants in order to avoid disruptions in service. As a part of the mailing industry, Cathedral is kept fully informed of their efforts to maintain mail delivery and we have the tools and systems to react quickly to any changes made by the USPS. As with all of our significant vendors and partners, Cathedral will monitor the USPS and communicate any information beneficial to you as part of our preparedness.

We remain ready to assist you with any additional print and mail or communication needs. Please don't hesitate to reach out to your sales or customer service representative for any urgent communication needs you may encounter. If there is anyone else in your organization that should receive these updates from me and others at Cathedral, please let us know so that we can add their information to our files.

Thank you for your continued trust and faith in our services. I am confident that together we will get through this. Again, I hope you, your loved ones and colleagues stay safe and well.

Sincerely,

A handwritten signature in cursive script that reads "Marianne W. Gaige".

Marianne W. Gaige
Chairman and CEO