



March 27, 2020

Subject: COVID-19 Weekly Update

As part of my commitment to regularly share Cathedral's response to COVID-19, I would like to update you on the status of our production and customer service operations.

As I outlined last week, Cathedral provides data processing and hosting as well as printing, mailing and shipping services to essential businesses and organizations across the U.S., therefore, we are also considered an "Essential Business" during this time of mandated business closures. All four of our production facilities continue to operate at full capacity and we are following our corporate resiliency pandemic program to ensure uninterrupted customer service while safeguarding our employees.

We are monitoring state and national developments in the spread of COVID-19 and our Senior Management Team is meeting daily to ensure our preparedness. Below is a summary of our contingency plans in response to the COVID-19 pandemic:

- We are adhering to all local work-from-home requirements and have all staff that are able to, working remotely. The remote workforce represents 75% or more of our workforce on a shift-by-shift basis. We have enhanced the visitor precautions for our facilities, supplemented our normal cleaning services and are enforcing appropriate social distancing within the facilities.
- We are in contact with our major suppliers on a regular, if not daily, basis and do not anticipate any interruption in our normal supply chain. The manufacturers of our paper and envelopes are all located in the United States and continue to operate without interruption.
- All of our safeguards remain in place. Cathedral's data centers are operating well, including systems access and security which continue to function at an optimal level. We are following our disaster recovery, business continuity and incident response plans and they are also working well.

- We continue to mail and ship product to our customers without disruption. Our major partners including FEDEX, UPS and the USPS are not experiencing any capacity issues and we are in contact with them on a daily basis. The CDC, the World Health Organization, as well as the U.S. Surgeon General have all said that there is very low risk that this virus is being spread through the mail, which should be a comfort to us all. The USPS has informed us that they are aggressively monitoring all aspects of their business operations and functions, and are highly confident in their ability to process and deliver the nation's mail and packages throughout this emergency.

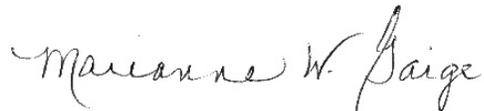
As you deal with the requirement to have most of your administrative and other staff working outside the office, I hope you will remember that we are ready and able to assist you with any of your communication needs. We can design, process and produce any necessary messaging, mailings or emails you may require and, although working remotely, our customer service team is prepared to deal with any issue or need immediately.

Our company websites now contain all recent communications, as an easy to download PDF, documenting our safeguards, guidelines and practices in response to the current situation. These will be updated as new information becomes available. Below is a direct link to this site.

[COVID-19 Information](#)

Our team will continue to work together to keep you informed and provide you the best-in-class service that you are accustomed to. As always, thank you for your continued trust and faith in us. I hope that you, your loved ones and your colleagues stay safe and well.

Sincerely,

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

Marianne W. Gaige
Chairman and CEO