



March 11, 2020

To our valued customers:

Like all businesses, Cross Company is closely monitoring developments pertaining to the Coronavirus (COVID-19). Our priority and focus is on the health and wellbeing of our customers, our associates and our communities. We also realize that you have a business to run and with potential headwinds in the future, we want to enable you to have access to the great products, services and solutions that you have come to rely on from Cross Company as the situation continues to develop.

Services, retail locations and calibration

Cross associates provide world-class service, support and repair to our customers, both in person and in our labs. At this time, we intend to continue our on-site service. Should changing conditions prevent our technicians and engineers from accessing your facility, please keep in mind that Cross Company can provide calibration and repair services in our labs and locations across the eastern USA. All sites accept shipments of equipment which will be calibrated, repaired/replaced and returned to you as quickly as possible. In addition, in some areas we have delivery drivers who can collect and return equipment.

Associates

You probably know this already, but at Cross, our employee-owners are the key to our success so their health and well-being is crucial for us. We have asked all associates to follow best practices from the CDC and WHO with respect to hand washing, sneezing and coughing, staying home when sick and self-quarantining in the event of travel to an affected area. We are encouraging associates to leverage technology to connect with customers and each other.

Clearly, the situation remains dynamic and the guidance for it changes daily. As the COVID-19 outbreak develops, we will implement whatever additional social distancing measures necessary to protect our associates and our customers.

Supply Chain

With over two hundred vendors, it is impossible to have definitive guarantees about product availability from every company we source from. However, our purchasing department is proactively reaching out to our suppliers for lead time updates and will communicate those in real time on our quotes. We are also contacting our major vendors to understand their contingency plans should there be a major supply chain disruption. In that event, we will post the information on our website (www.crossco.com/coronavirus) and proactively contact customers who may be significantly affected.

4400 Piedmont Parkway | Greensboro, NC 27410
Precision Measurement | Flow & Safety Technologies | Process Control Integration
Mobile Systems Integration | Hose & Fittings | Robotics & Machine Automation

At this point, we are focused on prevention and preparedness. We will continue to monitor guidance from the CDC, the WHO, OSHA and regular news organizations. Any additional changes to our business practices will be posted on our website and emailed to you. If you have specific questions or require additional documentation, please email marketing@crossco.com

Stay safe and as always, thank you for your business.

A handwritten signature in black ink, appearing to read "John King", with a long horizontal stroke extending to the left.

John King
CEO
Cross Company

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