



PAPER MACHINERY CORPORATION

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Dear Valued Customer,

As we navigate through this COVID-19 business environment, we wanted to share a few things with you. PMC continues to find new ways to address productivity and create inventive product solutions. We are also hearing directly how our customers are using this time to evaluate new opportunities and markets. Some of these opportunities include:

- *Participating in development of personal protective equipment (masks, gloves, etc.)*
- *Evaluating unique packaging concepts including straight wall and non-round options*
- *Increased focus on improving food quality, reducing waste and sustainable practices*

Paper Machinery Corporations efforts include the following:

Operations

We are in full operation with a combined approach that includes remote working, and three shifts of staffing at our headquarters. The City of Milwaukee and the State of Wisconsin implemented a mandate requiring everyone wear a facemask in an enclosed area outside of their personal home or living space. To comply with this mandate, all employees and visitors at PMC must wear a mask in common areas. We continue to practice physical "social" distancing, offer convenient hand sanitizer stations, and have increased cleaning of all high contact areas.

Customer Support

Our Service Department is hearing from numerous customers that have chosen this time to focus on machine repairs, tooling updates and maintenance. We are directing resources to accommodate these requests and after the first month with the new remote service policy changes, the feedback has been positive. Customers have increased efficiency in their requests, i.e. have machine information readily available, which is leading to a quicker turnaround in finding solutions.

PMC Service Technicians have started traveling to customer locations in the United States. Strict guidelines have been put in place and we have worked closely with customers to ensure we are following customer and government COVID guidelines.

As always, we will work hard to warrant your trust and loyalty. We are here to help you prepare for continued success, both now and in the post-coronavirus business climate. If there is a way that we can be of further service to your organization, please contact us at sales@papermc.com.

Thank you,

Paper Machinery Corporation