



Dear Valued Customer,

First, let me say that our thoughts and prayers go out to all who have been affected by the COVID-19 outbreak. I ask that you join me in prayer daily for our government leaders and healthcare workers as they tirelessly work to minimize and resolve this health crisis.

We recognize the trust you place in us to produce and deliver your printed materials. So, I want to provide an update on the actions we are taking at Fidelity Press to keep our employees, customers and vendors safe during this COVID-19 outbreak.

We are carefully monitoring the recommendations of governmental health agencies, such as the Center for Disease Control (CDC), the World Health Organization (WHO), and local health organizations. Rest assured, we have robust communications and processes in place to keep our workforce safe and healthy and will strive to stay ahead of the situation proactively. In this effort we have distributed to our team fact sheets about COVID-19 and are conducting meetings to educate them about the proper steps to keep themselves, their families and others healthy and safe. We have increased the frequency of cleaning and sanitizing our facilities and equipment and are encouraging everyone to take any signs of illness seriously and seek medical attention as needed. We are also screening everyone, employees and visitors, before they enter our facilities.

You may have been wondering whether it is safe to handle a package that we have delivered or shipped to you by commercial transport. The World Health Organization (WHO) has stated: ***“The likelihood of an infected person contaminating commercial goods is low and the risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also low.”*** It has been made clear that it is safe to handle a package, even if it comes from a place where the virus has been reported.

Fidelity Press will continue to take all necessary steps to ensure the health and safety of our employees and others. We will strive to meet our on-time delivery commitments as we all work together through this difficult time. However, given the rapidly evolving public response to this situation, some impacts to our service may become unavoidable, as new advice and procedures are implemented in our local communities.

Thank you for putting your trust in us and for being our loyal customer. We truly value your business.

Dee Ellison

President