



14508 South Industrial Ave. • Cleveland, Ohio 44137

"Integrity Beyond The Sail"

MSI COVID-19 Operating Plan

To our valued Customers, Vendor and Business Partners:

Each of us is dealing with a crisis that will pass but for which there is unfortunately no immediate path to success. As the need to safeguard the health of our staff and community will continue to be paramount for some time, it is crucial for us to maintain continuity by timely and clearly communicating our plan to continue to provide exceptional service to those we regularly do business with.

Through a combination of limited on-site and effective remote staffing options, including rotating shifts to enhance staff safety and the ability to work on a fully remote basis if needed, our offices and warehouse will continue to be fully functional during our normal, M-F 8:00 AM to 5:00 PM (office) and 8:00 AM to 4:00 PM (warehouse), EDT, operating hours.

We intend to deliver, and you can expect to receive, the same outstanding level of care and attention to your needs throughout this transitional period. All of our normal services will be available during this time, and we are taking all precautionary measures to ensure the safety of our employees by following the recommended occupational safety and health preventions. You will be promptly notified should conditions change in ways that would impact our hours or operation.

We continue to believe that this emergency will begin to abate in the near future but, in the meantime, sincerely appreciate both your business and patience as we together focus on working back to normality.

Sincerely,

A handwritten signature in blue ink, appearing to read "Michelle Panik".

Michelle Panik, CEO