

Dear Valued Customer,

As the world now addresses the unprecedented challenge posed by the COVID-19 pandemic, I want to share the proactive Disaster Recovery/Business Continuity measures Taylor has put in place to protect the health of our employees and also reassure you that we are working to maintain an uninterrupted supply of products and services. We have launched a dedicated website at TaylorCOVID19.com to provide additional information and updates to the following as we cope with this emergency.

Health and Safety of Employees

In keeping with Taylor's core values, the health and safety of our employees is our highest priority. Please know that we have implemented the guidelines provided by the U.S. Centers for Disease Control (CDC). An Incident Response Team of Taylor's senior leaders is meeting daily to monitor worldwide health conditions and is adjusting company policies accordingly. Enhanced sanitation measures are being taken in each of our facilities and we are working with our employees to practice preventative hygiene throughout their shifts. We have also advised employees who feel ill or who have had interactions with people who may have been exposed to COVID-19 to stay home and seek medical advice.

Travel and Visit Guidelines

If you planned to visit one of our facilities or meet with a Taylor representative, please work with them to determine if the visit can be postponed or accomplished electronically. All non-essential travel by Taylor employees has been discontinued until further notice. While we are not requiring employees to work remotely at this time, we have invested in technology that will more than triple the number of employees who can securely log into our systems to work remotely.

Supply Chain

We are currently experiencing minimal supply chain impacts related to COVID-19 across the vast majority of our product categories. We've engaged our top suppliers and continue to monitor their status to ensure they can meet established delivery dates. Supplier confirmation letters and contingency plans have been received and will be uploaded to the TaylorCOVID19.com website for secure review when requested.

Taylor is among the world's leading suppliers of promotional marketing products and works with multiple vendors to prevent supply chain shortages. However, the supply of hand sanitizer, hand wipes and similar products is currently depleted. This is due to a recent spike in demand across North America. We are working with suppliers on the timing for replenishment but it may be a few months before ample quantities are available for certain products.

Lead Times

Thanks to the scale and geographic dispersion of our national print production network, more than 90% of Taylor's products are produced in North America. Taylor operates 66 production facilities across the U.S. and Mexico and has the ability to move work from plant to plant. We do not currently anticipate any delays in our North American production schedules and will move projects throughout our network as necessary.

You have our promise that we are doing everything possible to maintain an uninterrupted flow of product while protecting our employees and keeping you, our client, safe. Our production capabilities are available to expedite the supply of printed materials and signage to help you communicate to your constituents about COVID-19 and related safety precautions. This remains an ever-evolving situation and as we update our internal and external policies accordingly we will be certain to communicate these broadly with all customers. If you have any other questions or concerns, please do not hesitate to contact your sales representative or visit our website at TaylorCOVID19.com.



Glen Taylor
Chairman and CEO