

Dear WIDIA partners and customers,

Thank you for your business and the opportunity to serve you. As the COVID-19 situation continues to develop globally, WIDIA and Kennametal are committed to protecting the health and well-being of our employees, customers and communities. At the same time, we remain focused on serving our customers on-time and with the highest quality products, and we are committed to staying in close contact with you on any developments.

Our goal is to do everything we can to ensure continuity of service to our customers, while keeping people safe. As such, we have a robust coronavirus response protocol in place globally based on guidance from the Centers for Disease Control (CDC) and the World Health Organization (WHO).

Following are the actions we are taking to protect our employees, operations and customers. Given the evolving situation, these guidelines and restrictions are subject to change:

- Visitors who have traveled to or been in contact with individuals who have traveled to areas designated as high-risk by the CDC will not be permitted to enter WIDIA and Kennametal facilities.
- Employees have been asked to self-quarantine if they've traveled to or interacted with individuals who have traveled to areas designated as high-risk by the CDC over the past 14 days, or they themselves have traveled through US Customs.
 - You can find the latest CDC list of high-risk areas [here](#).
- We are restricting all business travel to essential meetings with customers and suppliers. In cases where in-person meetings are not possible or prudent, we have robust virtual communications solutions and customer support applications in place to ensure continuity of service.
- We are asking our employees to use technology to meet virtually as much as possible.
- We are augmenting cleaning procedures at our facilities and have informed all team members on best practices recommended by the CDC.
- We are working closely with logistics and shipping companies to ensure product availability and timeliness of your orders. We have an excellent Customer Service organization to assist you with your needs. Contact information is available at <https://www.widia.com/us/en/support.html>.

We have a dedicated team managing our response, and we will stay in close contact with you. Please know we remain committed to providing you with exceptional support as we work through these challenging times.

Thank you for your continued business.

Sincerely,



Alexander Broetz

President WIDIA Business Segment, VP Kennametal Inc.