



10262 Leases Corner Court • PO Box 190 • Camby, Indiana 46113 • (800) 908-3927

To: All Customers
Re: Continuity of Essential Business Operations

March 23, 2020

Dear Valued Customer,

This letter is being written to illustrate our efforts to remain operational during the current COVID-19 pandemic. The current supply chain will require our services to be active during this time and to perform our necessary role during the ongoing virus outbreak. Therefore, our company should be considered an “essential business” and remain in operation due to its vital role in providing customers with means to continue the fight against this health emergency.

On March 19, 2020, the Department of Homeland Security issued a Memorandum on Identification of Essential Critical Infrastructure Workers During COVID-19 Response. The stated intent of the Memorandum was “to help State and local officials as they work to protect their communities, while ensuring continuity of functions critical to public health and safety, as well as economic and national security.” The Department of Homeland Security included in its list of essential operations, “Manufacturers and distributors of . . . supplies needed to support manufacturing, packaging, staging, and distribution operations.” According to the federal government, Indianapolis Scale Company is considered an essential business due to our duty to provide our customers with weighing solutions as a means to package and distribute essential products used to battle the COVID-19 pandemic.

Indianapolis Scale Company is an Indiana-based manufacturer servicer of calibration and measurements of sensitive equipment used during the packaging and distribution process. Without the use and repair of our sensitive equipment and services, suppliers are not adequately able to calculate provided goods and services to the organizations that need it most. Our business qualifies as an “essential business” and is in accordance with the description set forth by the Department of Homeland Security.

We ask that we remain completely operational during this time so that we can continue to provide our goods and services to our suppliers in order to reach the needs of every individual during this difficult time. If you do not believe we qualify as an essential business, please contact us immediately. We look forward to continuing our role and duty to provide all customers with necessary equipment to assist them with providing the general public with the services they need during this unprecedented time.

Sincerely,

A handwritten signature in black ink, appearing to read 'Bobby McIlquham', with a large, sweeping flourish at the end.

Bobby McIlquham
Director of Safety