



In light of the ongoing concern about the COVID-19 Coronavirus, we want to express that we are taking our response to the pandemic very seriously. The health and well-being of our team members and customers is of the utmost importance, as well as continuity of operations.

Yale Cordage will continue to closely monitor new developments and adhere to recommendations and guidance from the CDC and our local health authorities. Beyond that, we are taking the following measures to ensure safety and help mitigate any disruption:

### **Customer Service**

Our Customer Service Department is working remotely and remains available to assist you. Our automated phone system has been turned on for incoming calls, so please leave a detailed message for any of our customer service representatives and we will make sure your call is handled by the appropriate person in a timely manner. See contact information below:

Hannah Cook	<a href="mailto:hcook@yalecordage.com">hcook@yalecordage.com</a>	(207) 494-1010
Sarah Burr	<a href="mailto:sburr@yalecordage.com">sburr@yalecordage.com</a>	(207) 494-1011
Christine Bowie	<a href="mailto:cbowie@yalecordage.com">cbowie@yalecordage.com</a>	(207) 494-1012

At this time our manufacturing facility will remain open and we are continuing to ship orders. With that in mind, we ask that you please keep us updated on any closures preventing the delivery of those orders.

### **On-Site Changes**

The majority of our office staff are now working remotely as well and have been encouraged to maintain best practices for health and safety at home. For the well-being of those team members who are still on-site, we will only allow extremely limited and necessary outside facility or office visits until further notice. Similarly, our Sales Team will not be visiting customers for the foreseeable future.

### **Manufacturing**

We are continuing to work closely with our vendors to ensure that there is no supply chain interruption. This includes increasing our stock of required supplies and materials. We will also continue to monitor Local, State and Federal regulations at both of our facilities. As stated above, we will be continuing to ship orders so please contact us if there are any closures that will prevent delivery.

Our team will continue to monitor new developments and keep you updated. For the latest information, please [visit our website](#). Thank you for your continued trust in our company. Stay safe and healthy!

Sincerely,  
Bill Putnam | President