



March 20, 2020

Statement to our
Valued Customers regarding
Coronavirus (COVID-19)

Dear Customer and Business Partners,

Zircoa values our relationships with our customer and business partners. We want to communicate our measures in response to the Coronavirus (COVID-19) global pandemic to protect the health and welfare of our employees, as well as ensuring secure supply and constant communication to our customers.

Health and Safety

Plans and procedures are in place to protect our employees based on mandates and protocols of the Centers for Disease Control and Prevention (CDC), the Office of the Governor of Ohio and the World Health Organization. Zircoa has implemented protocols including remote working, social distancing, good hygiene habits, cleaning and disinfecting schedules, and temperature checks to reduce risk of exposure to employees, their families, and our communities.

Secure Supply

We at Zircoa are taking the COVID-19 issue very seriously and are committed to continuity of supply. As we all face rapidly changing situations, manufacturing lead times could be extended as a result of our responsibility to provide a safe work environment. Please contact your Product Manager directly with any questions or concerns you have regarding lead times.

Communication

Zircoa has banned non-essential business travel to protect the safety of our employees and our customers. However, our Sales and Customer Service teams are enabled in a variety of ways to make sure effective and accessible communication channels are maintained for our customers. These channels include *phone, email, Microsoft Teams, Skype for Business, and more*. Below is the direct contact information for our Sales Team members:

Product Area	Contact Person	Phone	Email
Nozzles & Slidegates	Jake Mochoskay	+1 (440) 409 - 4827	jmochoskay@zircoa.com
Brick, Tubes, Cast Shapes, Castables, & Setters	Carol Bernauer	+1 (440) 384 - 2660	cbernauer@zircoa.com
Crucibles & Grog	Gene Muldowney	+1 (216) 870 - 0518	gmuldowney@zircoa.com
Monoclinic Zirconia, Fine Grain Components, & Grinding Media	Cody Gleason	+1 (716) 640 - 8050	cgleason@zircoa.com
Sales Manager	Gale Graves	+1 (440) 821 - 0934	ggraves@zircoa.com

Thank you for your understanding and support during this challenging time. We look forward to our ongoing business and personal relationships. We wish you, your families, and your colleagues health and wellness.

Sincerely yours,

The Dedicated Team at Zircoa, Inc.

