



CUSTOM PARTNER SOLUTIONS

**March 19, 2020**

**Message from Paul Sahanek (President) and Frank McKnight (CFO) at Signature Plating**

**Caring for the well-being of our Employees, Customers, and Vendors**

Signature Plating cares deeply about our customers and the communities in which we conduct business. And Signature Plating intends to be open for “business as usual” with some modifications and caution. Should a requirement to temporarily close be employed all “required work deliveries” in process will be expedited and completed prior to closure communicated with our customers. By working together as the COVID-19 situation continues to evolve, we are confident that we can keep our team members, partners, customers, vendors, and their families and assets safe and protected. We wanted to let you know how we are proactively working to this end by sharing some of the specific precautions Signature Plating is taking at this time.

To ensure our actions are comprehensive and appropriate, we are working closely with local and federal government health organizations, and monitoring recommendations from the US Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) in an effort to limit the risk and reduce the spread of the virus. Most of our actions mirror things you have already heard and address the areas of our people, our facilities, and customer aircraft parts.

**Our People**

We are educating our team members about the importance of social distancing, respiratory etiquette, proper hygiene, and not touching their hands to their faces, etc. We have placed additional hand-sanitizing stations throughout all of our facility and regularly educate our team members about the hygiene and social etiquette that, if strictly followed, will help keep all of us healthy.



1135 GUADALUPE DRIVE CIBOLO, TEXAS 78108

210.658.5899 USA

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### **Our Facilities**

We have long instilled a sense of pride in our team members regarding the cleanliness of our facilities. This is even more important in times like this, and our facilities teams are working extra hard to keep things sanitized by thoroughly cleaning, disinfecting and wiping public and private surfaces within our facilities regularly. High-traffic surface areas are disinfected even more often. In addition we have limited access to our facility to one point of entry and a survey of the person before they are allowed beyond the reception area inclusive of a body temperature check and questions for any potential previous exposure risks.

### **Our Policies**

Furthermore, we have implemented new policies to maintain a safe and healthy environment for our team members. These include things like restrictive travel policies, work-from-home initiatives, and a visitor questionnaire that all of our guests will receive prior to arrival. The questionnaire includes a simple set of questions that will help our teams assess any possible limitations we may need to implement for the individuals who desire access to our facilities and people. While we appreciate having customers with us on-site and consider them a part of our extended team, it is vitally important to ensure a safe working environment for our teams so they can stay focused on delivering high-quality products on time.

Please join us in our mission to prevent the spread of COVID-19 by practicing the same precautions as our team members during all of your travels and at your places of business.

Respectfully,

Paul Sahanek  
President/Partner

Frank McKnight  
CFO/Partner

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