



Family Owned Since 1996

August 14, 2020

Valued Redbarn Customers:

We hope you; your families and your teammates are well during these challenging times. At Redbarn, we have been busy over the past months adapting to our new normal. Our team has overcome many new unforeseen obstacles and successfully implemented a major new ERP computer system all while continuing to serve and support our customers. We are very proud of the accomplishments our team has made.

Unfortunately, we are faced with some challenges that are out of our control. Business changes caused by Covid19 are affecting all of us in today's world. We have taken extensive precautions to protect our teams while striving to provide you with the high fill rates and on time service you have come to expect from Redbarn. We are working through the overall challenges of labor shortage in the manufacturing sector, Covid19 restrictions, social distancing as well as the new realities that Covid19 has brought to all of our lives.

We are doing everything in our power to avoid our employees contracting the virus but must be realistic that at any given time we may experience labor shortages. One infected employee can lead to fifty being quarantined and taken off the line. This situation is beyond our control and unfortunately impacts our production capabilities. As a result, we find ourselves not always able to fulfill our normal service levels we have delivered for years. Rest assured we are doing everything we can to mitigate any delays in service to you. We commit to consistent communication and frequent updates as business continues to change. We are asking for your understanding during this difficult time that is affecting all of us. If we work together, we are confident we will all prevail. Please contact our sales team if you have questions or concerns.

We appreciate your business. Be well!

Sincerely,

A handwritten signature in black ink, appearing to read "Jeff Sutherland", written over a white background.

Jeff Sutherland

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