

24.Mar.2020

Brown Machine Group Customers,

As we are all trying to deal with unprecedented challenges, we wanted to inform you what we are doing at Brown Machine Group to work through the COVID-19 crisis.

First, like you, we're focused on the health and safety of our employees, families and communities. Where possible our teams are working from home and where it's not possible, we are actively practicing social distancing and running flex shifts while maintaining full production capabilities.

Second, even as we deal with this pandemic, our BMG team is focused providing our Customers with world class support. We are proud to serve some of the world's most critical industries at a time like this – Food Processing, Food Packaging, Foodservice and Food Distribution, Pharmaceuticals, and Healthcare. Fortunately we are able to service you with a vertically integrated US-centric supply chain giving us unique reliability in these times of global logistics interruptions.

Our team remains ready to provide support in any way we can:

Service and Engineering Teams

- Available for field service in case of emergency/equipment down events
- Phone and Online technical support – available 24/7 as normal
- We are increasing our remote support capabilities, piloting full online support with multiple customers. Allowing for full visibility into the machine, down to the drive level and working with Allen Bradley to test a collaborative remote assistance tool using augmented reality
- Availability for ad hoc conference calls, video/web conferences to deal with the unique challenges of COVID-19 – production, maintenance, training, etc.

Parts Team

- Available for spare parts support 24/7 as normal

Operations Team (Beaverton, MI; Fremont, OH; Knoxville, TN)

- Given our status as a supplier to an Essential Industries, we remain fully operational to produce machinery, parts, kits, upgrades as needed
- Tooling operation running 24/7 to delivery high precision tooling for our Customers
- Fully capable machine shop (with CMM) available to make high tolerance parts for Brown, Lyle, NAS or other machine types

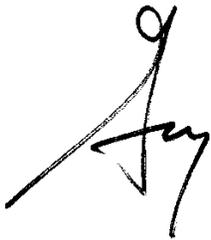
Sales Teams and Management

- We are limiting travel, but our team is available to discuss current or potential projects for Equipment, Upgrades and Tooling by telephone or video/web conference
- Will be reaching out to our Customer's regularly to see if there is any support BMG can provide

BMG will continue to monitor this evolving situation and we will provide frequent updates until this situation is behind us. Thank you for your continued partnership and trust as we all work to keep our teams and our extended communities safe and healthy during this challenging time.

Be safe.

Regards,

A handwritten signature in black ink, appearing to read 'Greg Wolf', with a stylized, looped initial 'G'.

Greg Wolf
President/CEO - Brown Machine Group