

March 25, 2020

BST North America/AccuWeb COVID-19 statement to our Partners & Customers

Dear Customer and Partner,

This is to confirm that BST North America/AccuWeb is considered an “Essential Business” under the current guidelines set forth by States and the Federal Government. We supply components that are vital to the manufacture of, but not limited to; packaging, packaging labels, protective masks, toilet paper, diapers, paper towels, etc.

Our Madison, Wisconsin manufacturing facility remains open as well as our Elmhurst, Illinois service center. All employees who can work from home are currently working from home to protect themselves, their families, and the employees working in our facilities who are essential to our business. BST/AccuWeb observes and works to meet or exceed all CDC guidelines regarding social distancing, disinfecting of surfaces, and providing additional hand sanitizer stations. Further, we have posted clear policy guidelines on what to do if you are experiencing symptoms, tested positive, or have been in contact with someone who has tested positive. These are located in multiple locations around the facilities and was sent by email to every employee. We want to be sure everyone is informed and clear what the policy is, and frankly, we’re taking no chances. In addition, each morning the Senior Management team has conference call to check in with each department and to discuss ways we can improve on what we are doing.

Our Madison facility is currently producing products and supplying parts, on time and ready for shipment. All efforts are being made to ensure our shipping and supply chain remain intact as well.

Our Service Team is prepared to travel, if and only if the breakdown is critical and we have tried to resolve the problem over the phone and/or internet. Travel of the Service Team must be approved by the Director of Service and/or the President. We want to keep our people safe as well as our customers.

Again, BST North America/AccuWeb is a vital supplier to the critical supply chain of goods needed to supply people and services in the battle of the COVID-19 virus, and we take this responsibility very seriously. Until this is over, please feel free to reach out to me if you have any further questions or concerns.

Stay safe & healthy,

Robert Buongiorno

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