



March 16, 2020
COVID-19 FAQ and Plans

Throughout our 100 year history, we have weathered many storms by maintaining a strong focus on doing what's best for our employees and customers.

As the coronavirus (COVID-19) continues to spread worldwide, we are dedicated to minimizing the impact of this health risk to the Maracle team and ensuring we are able to meet our commitments to clients.

The following FAQ contains answers to questions regarding Maracle's response to COVID-19, as well as health guidelines that have been implemented for employee safety and business continuity. If you have questions that aren't answered in the FAQ, please contact gsittlinger@maracleinc.com.

Q: Is Maracle's physical plant still open at this time?

Yes. It's business as usual.

Q: Is Maracle's Sales team still working?

Yes. The Maracle sales team is fully operational providing 100% coverage for all clients. Please contact them as you normally would.

Q: Can the Maracle sales team and employees have client contact with clients at this time?

We are taking a cautious approach and recommending client contact be kept to a minimum.

Q: Is Customer Care interrupted by this?

No. Our Customer Care Team continues to be fully operational.

Q: Can physical proofs still be received?

No. We are asking all clients to sign off on digital proofs.

Q: What measures are being taken to minimize the risk of Maracle team members having exposure to COVID-19?

Posters have been placed throughout the plant to help raise awareness about COVID-19. This includes an understanding of:

- how transmission occurs;
- how to recognize symptoms of the illness; and
- essential techniques for prevention such as:
 - thorough and frequent hand washing;
 - avoid touching one's face; and
 - social distancing.

In addition, Maracle has:

- cancelled all business travel;
- minimized internal meetings; and
- increased our sanitization efforts in common areas

Q: What is Maracle doing to ensure business continuity as the COVID-19 situation continues to develop?

Maracle is monitoring events related to COVID-19 daily, as well as acting upon the potential risks that may impact our clients and employees. The health and well-being of our team is our key priority, as well as continuing to deliver upon our commitments to clients.

Key measures we have taken to minimize the risk of business disruption:

- Posters placed throughout the plant to heighten awareness of basic steps that can be taken to minimize the risk of infection/transmission.
- Contact with essential suppliers to assess and mitigate the risk of disruption.
- Ongoing daily assessment of the COVID-19 risks by the management team.

Q: Will the impact of COVID-19 affect Maracle's supply chain?

We are in contact with our suppliers to assess, manage, and mitigate issues that may arise from COVID-19 dislocations. As of now, we are not aware of any supply chain issues that would impair our ability to function.