

Dear All

March 25<sup>th</sup>, 2020

## **DAC is here for you!**

DAC International Inc. California:

The COVID-19 pandemic has elevated everyone's concerns and DAC is no exception. Since the outbreak of this virus, DAC took the necessary precautions to keep our employees, customers, vendors and visitors, safe by limiting and controlling travel and implementing rigorous sanitizing regimes.

On March 19<sup>th</sup>, the California State Governor's Office initiated a stay-at-home order that has been further extended by local orders, forcing a temporary closure of all businesses with no immediate indication of when the orders will be lifted.

As a result, DAC has initiated remote working schedules to ensure that we continue to provide the highest level of communications, technical support and commercial activities to all of our interested parties. Our teams remain available online for any questions, concerns or requests.

We encourage our customers to reach out to your local salesperson with any specific requests.

Our Technical support and Software Applications teams are readily available via the dedicated support e-mail system: [support@dac-intl.com](mailto:support@dac-intl.com)

There will be an impact on existing equipment orders that are not yet complete. There is also significant strain on the shipping industry with a reduction in transport routes and availability. If you are arranging your own shipping of future orders, we encourage you to contact your freight forwarders for further information and guidance.

DAC will do all it can to mitigate the delays and keep it to a minimum. Our operations and technical teams are already actively working at keeping our supply chains moving and making preparations for a rapid re-start once the current restrictions are lifted.

We are grateful for the loyalty you have shown to DAC over the years. We will get through this together and DAC are committed to meeting all of its obligations and endeavor to support all of our customers through this current situation and beyond.

I personally remain at your disposal to address any further or specific questions you may have at:

[kpayne@dac-intl.com](mailto:kpayne@dac-intl.com)

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