



24 March 2020

Subject: Coronavirus (COVID-19)  
BTM Operations During Michigan "Stay Home, Stay Safe, Save Lives" Order

BTM Customers, Suppliers and Business Partners,

By Government order, Michigan non-essential businesses are required to vacate their facilities by close of business today through April 13. All BTM Customer and Supplier facing operations have transitioned to a "work-from-home" capacity.

BTM has structured its operations to provide continuous customer support during this period. Applications engineering, sales and service personnel are working from home and continue to support customer needs. BTM personnel are not permitted to travel for service and warranty support.

If you are a designated essential industry, please make this clear when placing your order and we will take action to ensure it is processed as quickly as we are allowed.

For customers in non-essential industries, BTM continues working on requests for quotes, taking orders and working with customers on service and warranty related items. However, delivery timing cannot be guaranteed. Delivery timing on unshipped orders also cannot be guaranteed.

At BTM, our priority is the health, safety and economic future of our employees and their families. At the same time, we want to ensure the success of our customers, suppliers and business partners – please let us know how we can be of help in these trying times.

We are thankful for all healthcare professionals, first responders, essential industries, civic leaders and their families who are putting themselves at risk to combat this crisis.

As a company that makes a wide range of precision products, including equipment that increases production speed, the BTM team is ready to convert our wide-ranging resources to the production of emergency medical equipment. If you are involved in the effort to increase the production of critical medical equipment, please contact us immediately.

Sincerely

Thomas E. Kemeny  
CEO  
BTM Company