



**Re: COVID-19 Update**  
April 10, 2020

MI and Milgard Team Members:

I promised I would continue to communicate the impacts of COVID-19 on our business. First, thank you. Today, like every day, I am proud to stand beside you.

While the company is taking numerous extraordinary steps to keep our workplace safe, your personal efforts are essential. The steps we are taking, and the steps we have asked each of you to take, are detailed on our website at [www.miwindows.com/covid19](http://www.miwindows.com/covid19).

Hopefully you're seeing these activities firsthand. If you're not, please notify your supervisor, or me directly. Safety is our No. 1 principle as we navigate these uncharted waters. We can do nothing else if our team is not safe.

Along those lines, several members of our 5,500-strong team have now tested positive for the virus. The first, a team member at our Hegins, PA manufacturing site, has fully recovered and returned to work. The others – from California and Washington – continue to battle this horrible disease. They are in my constant thoughts, and I ask that you hold them in yours.

In each instance where one of our team members tested positive, we followed a strict decision-making protocol. First, we performed social tracing research to determine who may have been in contact with the affected team member and isolated those individuals to monitor their health while protecting the rest of the team. Next, we called on an outside expert (Phase Associates) to evaluate our sites and help us determine the remediation required to make them safe. Consistent with our principles – we made the decision to continue operating or pause momentarily based on the facts.

I will continue to communicate as needed to keep you informed as we move through this unprecedented chapter together. In the meantime, be smart, stay safe and remain confident!

With respect,

A handwritten signature in black ink, appearing to read 'Matt DeSoto', is written below the text 'With respect,'.

