



January 18, 2021

To our Valued Customers, Representatives, and Suppliers,

A Sierra operations update amid COVID-19.

First and foremost, thank you for your continual loyalty and trust in Sierra Instruments throughout this unprecedented pandemic. We understand the critical role Sierra plays in your business, and we are here for you. As an essential business, Sierra continues to remain open. However, many of our suppliers and employees have been affected by the COVID-19 virus. While we remain open, we are operating at less than normal capacity and our normal order lead times are becoming difficult to sustain.

We are committed to delivering the flow meters and controllers you depend on for your process and facility operation. We will continue to provide the same excellent level of support and customer service you expect from Sierra to the best of our abilities.

Of course, our top priority is the safety and well-being of our employees, customers, partners, and families. We continue to vigilantly operate under the guidelines of the CDC and the regulations of the State of California. We have implemented best practices such as visitor restrictions, work from home policies where possible, social distancing, virus testing, home quarantines and encourage recommended self-hygiene habits.

Please be patient with us during this unusual time. For now, take care and stay safe. We know we will get through this together.

Sincerely,

A handwritten signature in black ink that reads 'S Harrison'.

Scott Harrison
General Manager
Sierra Instruments, Inc.