



May 01, 2020

**Subject: COVID-19 Update**

As we head into the month of May, I hope you, your loved ones and your colleagues continue to be healthy and safe. Times like these remind us all what is most important in our lives, and I want to personally say that Cathedral is here to support you in any way we can.

I know you are concerned about the continuing spread of COVID-19 and how it may impact Cathedral and our people and facilities that support you. We are closely following guidance from our public health authorities and continue to take proactive measures across our operations to protect our employees, customers and business partners. We are taking all necessary actions to ensure that we continue to provide the high-quality service and support you rely on, while safeguarding the health and well-being of our employees. We will stay up to date on both federal and state government recommendations as they may continue to change.

**All of Cathedral's facilities remain fully operational and we continue to process data, print, insert and mail products for delivery to customers in all states. Cathedral has multiple data centers and production facilities located in multiple states to ensure scalability, reliability, performance and business continuity. Although all operations are currently working at 100% capacity, we are fully prepared to handle any disruption. Roughly 70% of our workforce is working remotely as part of our Pandemic Plan and the systems and networks supporting them are working well, without interruption and allowing our teams to securely deliver the highest level of performance and availability.**

A reminder of the measures we are taking to ensure uninterrupted service and safety is outlined below:

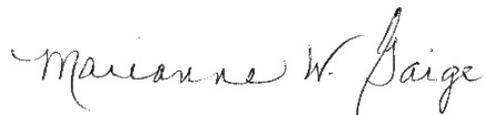
- We are in contact with our major suppliers on a regular basis and do not anticipate any interruption in our supply chain. Our paper and envelope suppliers remain open and ready to ship product to all of our plants. Our key equipment and maintenance vendor partners remain open for business including requests for maintenance, service or parts.
- The US Postal Service (USPS) continues to function in all areas of the country. We have not seen any reduction in service levels in any area of the country.
- We have limited access to our production facilities to essential personnel, with pre-access screening for all visitors. This policy will continue for the majority of our employees for the near future.

All of our safeguards remain in place. Our disaster recovery and business continuity plans and policies are being reviewed by the senior management team on a weekly basis and we will notify you of any material developments that could affect them. We feel fortunate that, to date, our operations have not been impacted by COVID-19; even so, we remain ready to take additional actions, as the circumstances require.

We have amazing people across Cathedral that are here for you and are ready to assist you and your organization with any print and mail or communication needs that you may have. Even as we deal with this pandemic, our team remains laser-focused on your success. Please don't hesitate to reach out to your sales or customer service contact for any needs you may have.

This moment is a reminder that we are all connected and we are called upon to be our best, acting with patience, love, understanding and compassion. Speaking for the entire Cathedral team, we are committed to being your partner and working together in the days ahead.

Please stay safe, healthy and in communication with us,

A handwritten signature in cursive script that reads "Marianne W. Gaige". The signature is written in black ink and is positioned above the printed name and title.

Marianne W. Gaige  
Chairman and CEO