

## Notice to DSI Staff, Customers and Partners Regarding Coronavirus Response

Dear Colleagues:

Given the rapidly changing global situation resulting from the COVID-19 pandemic, I am writing to keep you informed of how we at DSI are contending with these challenges and will continue to support our customers.

Our top priority at DSI is the safety of our employees and customers. While we remain optimistic that global health organizations will meet this new challenge, our team is taking precautions to minimize risk to our staff and the Gleeble community. In particular, our team is implementing the following policies:

1. All DSI employees will continue to adhere to their country, regional and local specific guidelines regarding infection control and prevention.
2. DSI serves many essential organizations and will remain open for business with staff working from home to support customers and each other. Staffing at the DSI factory will be kept to a minimum with proper social distancing and other precautions in place to protect our teammates.
3. All travel has been temporarily suspended.

We apologize if these changes create an inconvenience, however our team is taking this health risk very seriously and we are implementing these precautions to do our part in minimizing the virus spread and to protect our colleagues.

Fortunately, the international nature of our business has prepared us well to support customers remotely using new technology and communication tools. Our team often uses services such as Skype, WhatsApp, Zoom, WeChat, GoToMeeting and mobile phones to connect with customers. We are confident that these tools will allow us to continue to support you and your team.

Again, we are optimistic that the situation will improve and travel procedures will return to normal. Please contact me or any member of our team if you have any questions.

**For service requests, please email [Service@Gleeble.com](mailto:Service@Gleeble.com). Our Systems Service Engineers are working remotely and are ready to support you.**

Most importantly, please be safe.

Regards,



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