

March 2, 2020

Interface, Inc., Customer Communication Regarding COVID-19

To Our Valued Customers:

The Interface team wishes to assure all our business partners that we take seriously the threat of any disruptions that might be caused by the spread of the SARS-CoV-2 virus and associated COVID-19 disease. Although we do not foresee any major disruptions in the immediate future, we are working to mitigate risks, and monitor and communicate with you regarding this rapidly changing environment.

Interface is fortunate that our geographic location, climate and more vertically integrated supply chain make us less susceptible than we might be otherwise. As you may know, we take pride in making the vast majority of our own strain gages and use primarily domestically melted material for flexure manufacture in our own machine shop and local supplier base. We maintain an inventory of raw material and key components in our Arizona factory and have taken steps to bolster some key commodities in the last month. Electronic components are an area of focus, and our supply base has confirmed that as of this writing there are only spot shortages and shipping delays, which we expect to diminish as Asian suppliers' ramp back up.

There has been only one confirmed case of COVID-19 in Arizona at this time; however, we are creating a three-stage containment plan to minimize impacts to production output should the virus become prevalent in the area. Our plan includes a phased approach for training of employees, sanitation measures, critical resource identification and communication.

While no one can fully assess and mitigate the risks in this rapidly developing scenario, we want to reiterate that we are cognizant and taking proactive measures to maintain production continuity.

Questions should be directed to your current representative in our Sales organization. Should the need arise, we will establish a contact point for centralized communication in the future. Thank you for your trust in Interface, and we look forward to continued partnership.

Greg Adams
Chief Executive Officer
Interface, Inc.