

January 7, 2022

Southern States COVID-19 Update

With the increased transmissibility of the COVID-19 Omicron Variant, Southern States' and its suppliers are facing increased challenges to meet our customer's needs. Southern States continues to work hard to fulfill open orders and deliver critically needed materials. We recognize the role we play as an essential provider of products and services in maintaining reliability of the electrical grid and, by extension, preserving lives.

Southern States has taken all prudent measures to protect our employees and their families during these extraordinary conditions. We have dispersed salaried workers who can be reasonably effective while working remotely. We have adopted the most recent CDC guidelines for any of our exposed employees to return to work. Our facilities are open, but we are restricting customer visits.

Manufacturing and Prioritization of Work

We are currently operating at normal levels, but we have seen an increase in absenteeism due to the increase in transmissibility of the Omicron Variant. We are shifting employees based on manufacturing needs, as we maintain an agile production environment.

Customer Service and Technical Support

We continue to offer our 24/7 customer service and technical support by phone. Our field service team is able to travel and we are cognizant of individual visitation requirements and protocols.

Supply Chain Disruptions

Southern States is vertically integrated to a large extent and maintains stock on many of the component materials. We are in constant communications with our vendors and continue seek every available opportunity to expedite deliveries to meet shipment requirements. Intentions and efforts aside, we are all operating in a very fluid environment which requires a high level of flexibility. In some instance, we are impacted by circumstances beyond our direct control.

Availability of material (both raw material and vendor supplied components) are creating some major challenges to meet current product shipping commitments and provide guaranteed lead-times for new orders. It is extremely important to maintain a high level of communication with your Southern States Manufacturer's Representative or Southern States salesperson to ensure continuity.

Transit Route Disruptions (domestic and international)

While we have seen some slight improvements, overall, domestic, and international transit remains a challenge. These challenges have impacted our ability to obtain key materials, and, in some instances, it has impacted our ability to efficiently ship product to our customer's locations.

Thank you for your support and cooperation in these challenging times. We are taking all steps possible to maintain our capability to provide the needed product and services. We will continue to provide you updates with any pertinent information or changes. Please feel free to contact me if you have any questions or concerns.

Thank You,

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