

## COVID-19 Update from Gary Fails

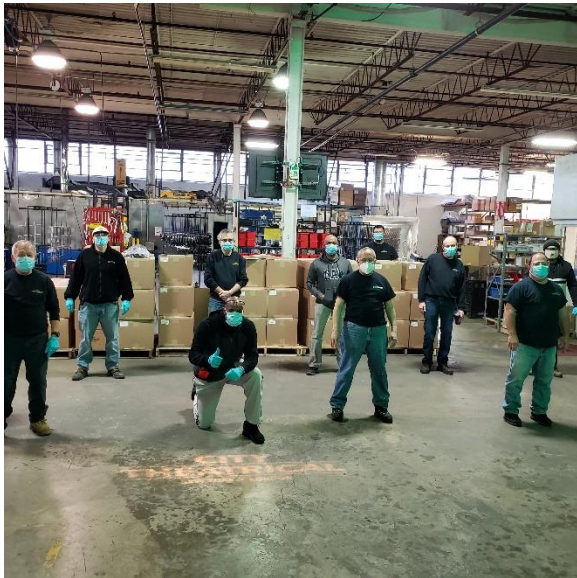
April 24, 2020

### It's A Fast-Changing World

We are fortunate that the State of New Jersey designated manufacturers as essential businesses and we have been allowed to remain open when many other businesses were forced to close. Despite our best efforts to maintain the health and safety of our workers, COVID-19 ripped through our factory in late March and 12 staff members were infected, including myself. We were forced to close our manufacturing facility for three full weeks while our staff recovered. We maintained a skeleton crew working on site (huge shout out to Gary Vilardi) to pack, ship, and receive, and our sales and engineering teams continued to work from home answering incoming calls, providing customer service, and designing new products.

### Let's Try That Again

On April 22<sup>nd</sup>, we reopened our factory with nearly our full staff, turned on our machinery, and resumed making electronic and metal parts to fill our customers' orders. It was great to be back in the shop and back in full production and to see all our production staff again.



We also wrote and implemented a carefully detailed "COVID-19 Return to Work Plan" for our New Jersey and London offices, using the best local, state, and federal guidelines available. Anyone working anywhere today should be using at least these health and safety guidelines, including:

- Teaching staff members to recognize the symptoms of COVID-19 and to stay home if they have them
- Wearing face masks and safety glasses at all times
- Maintaining a minimum six-foot separation of staff at all times
- Reinforcing hand washing guidelines

- Daily cleaning and disinfecting of factory and offices
- Taking of each staff member's temperature each morning and anyone with a temperature is sent home
- Teaching of hygiene etiquette for coughing and sneezing
- Reformatting all bathrooms for one person at a time use
- Reformatting all lunch areas and break rooms to assure six foot separation
- Designating hallways and corridors as one-way to prevent people from passing too closely
- Eliminating nearly all visitors
- Elimination of nearly all in-person meetings (replaced with video meetings)
- Many staff members have been teleworking from home for over four weeks

### **What It's Like Now**

It is pretty clear that the "new normal" is far from normal. We have done everything we can to take care of our staff and our customers. All staff members are and have been employed at full salary during this crisis and many have risen to the challenge in really impressive ways. Personally, I can say I miss having everyone in the building, and although all businesses face huge challenges right now, what I miss most is the spirit of a business that is running well, growing, setting and meeting goals, and making plans for the future. Most businesses, including City Theatrical, are simply in survival mode right now, and the concept of "the future" is a lot different than it was just a short time ago when we were setting our 2020 goals.

### **How Do We Get Through This?**

We know it can't go on forever, and we are committed to being here and growing the business when it is over... but no one knows when that will be. We optimistically expect Broadway and West End theatres to reopen in September, and that concept alone gives us a huge amount of hope. We have been through tough times before that have tested us to our limits. Having COVID-19 was hard, and two of our staff members lost parents to COVID-19. But our team of incredible craftspeople, designers, engineers, salespeople, financial staff, and technicians are back for another battle, and eventually we'll win.

### **For You**

Please do your part to prevent the spread of COVID-19 wherever you are. The better we do this the sooner it will be over.

Be safe and healthy, and be kind to others. Good luck!

Gary Fails  
Founder and President  
City Theatrical, Inc.