



DCB, Inc.
2949 CR 1000 E
Dewey, Illinois
61840

217.897.6600 Tel
800.432.2638 Toll Free
217.897.8023 Fax
www.dcbnet.com

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Re: DCB Business Continuity Plan for DCB for Covid 19 response

DCB customers continue to expect product delivery and support. Virtually all our customers are “critical infrastructure”. These customers are electric utilities, the gas and oil industry, phone companies, the medical industry, police, fire, government (city, state, federal), US military, air, rail and ground transportation, etc. These categories comprise the great majority of our business. We will continue to serve these customers and should be able to without interruption.

Much of our work will be at home using the VPN for computer access and the IP phone system which allows us phone access from anywhere. These tools allow us to continue to support our customers for ordering, service and support without interruption.

We will limit the number of employees in the office at any one time to the minimum necessary to serve our customers while maintaining the necessary “social distancing”. Shipping and receiving will be done at the Illinois office.

For any product assembly, the Illinois Office Manager will work with the product staff to schedule the minimum but necessary personnel to meet the demand.

Those working out of the Plano, Texas office will coordinate to limit as much as possible the number of employees in that office at any one time.

Fortunately we are spread out in Illinois, Texas, Missouri, Nevada and have more than enough space to practice social distancing in the Illinois main office. The Illinois and Plano offices will stay open to service our customers. As long as this Coronavirus crisis continues, we will maximize social distancing to the extent possible.

At this time we are able to meet our customers’ product and support requirements in terms of product availability and DCB staff. Should that change we will modify our contingency plans and inform customers as necessary.

Russell A. Straayer

Russ Straayer, CEO