



June 11, 2020

**To: Library Customers of HF Group and divisions**  
**Re: Update regarding business operations status**

Our last communication on May 1st stated that each of our five facilities had limited work teams in place to address various customer needs. We have developed plans at each location for safe practices and have been staggering our production schedules. We sanitize frequently, practice safe distancing and measured health in all cases. Since our shutdown in mid-March we have kept all our employees on payroll, navigated a difficult Small Business Administration loan program, and maintained HF Group's financial health in this time of uncertainty.

As we approach the summer, it is apparent that many of our library customers are not back to work and the certainty as to when they will be, is unknown. As such, we wanted to communicate our plans for the next six to eight weeks so we can resume a full schedule when our library customers have resumed theirs. We will be operating our facilities with limited personnel and reduced production schedules based on volume. While we have maintained full payroll for the last two and half months, unfortunately there will be layoffs and partial layoffs to account for our reduced operation. This will include direct labor and support staff alike and as a result, there may be some order delays and delayed responses to customer email/calls.

During this time, we will continue to schedule and pick up as much work as we possibly can to build a backlog and have enough volume for our limited workforce to complete on your behalf. If you have orders ready for us to produce, and we can't get to your library because other libraries in your area have no work for us to pick up, we ask that you please ship your work to us. All work received over the next two months will help us immensely. If you are open, please consider using commercial shipping options to get your library binding work to each of our facilities.

In advance, we appreciate your understanding and patience. Simply put, our business challenges are serious, and we are at a stage in this pandemic where we are trying to find a way to operational normalcy and maintain financial health. We very much want to be there for your library's needs upon your return. Please continue to watch for further communications through the News section on our website.

With our ongoing appreciation, good wishes, and good health to each of our valued customers

Owners, Management and Staff HF Group, LLC