



COVID-19 UPDATE

RISO, INC. OFFICES: BURLINGTON & WOBURN, MASSACHUSETTS

March 24, 2020

As you know and likely are experiencing, many states, counties, and cities have issued “stay-at-home” orders. In response to the COVID-19 outbreak in Massachusetts, Governor Charlie Baker has ordered that all non-essential businesses in Massachusetts cease their in-person operations and close their physical locations. RISO has applied for designation as an “essential business” to continue its spare parts warehouse operations, but, in case that application is denied or RISO does not receive a response in advance of the closure deadline, we want our customers to be aware of the present situation.

Until it receives approval on its application, to comply with Governor Baker’s order, **effective at noon on Tuesday, March 24, 2020**, RISO must close its facilities in Burlington and Woburn, Massachusetts. This closure includes RISO’s **spare parts warehouse** in Woburn.

At this time, the closure will continue until April 7th; however, we recognize that the government may extend this closure and, if necessary, RISO will adjust this announcement. *Until RISO obtains designation as an “essential business” from Massachusetts authorities or the restriction on non-essential businesses ends RISO will be unable to process orders for spare parts.*

Although RISO’s parts warehouse is closing, RISO personnel will be working remotely in an effort to maintain continuity of business processes for all of our customers. Customers can expect the following:

- RISO will continue to process and ship orders for equipment and supply products from RISO’s third-party warehouses in Pell City, AL and Mira Loma, CA (as long as they remain operational).
- RISO’s technical support personnel will continue to respond to support requests via telephone and email.
- RISO’s administrative offices will operate remotely.

RISO remains dedicated to providing first class services to our customers, and we appreciate your patience and understanding as we transition to providing remote services. The physical well-being of our customers and employees is a top priority as we all adjust to a new normal, which we all hope is of short duration. We are all in this together, and we will continue to provide updates as warranted. We wish you all the best during these difficult times, and hope you and your families stay safe and healthy.