



Superior Technical Ceramics
Engineering. Partnership. Solutions.



January 06, 2021

Dear Valued STC Customer,

Superior Technical Ceramics is committed to providing safe, on time, and high quality products to our customers. STC continues to monitor the COVID-19 pandemic globally, and the health, safety, and well-being of our customers, employees, suppliers, and local communities are our top priority.

As of today, Vermont is a “Stay-At-Home” state, and STC has essential / critical business status for the work we perform for the Defense, Aerospace, Energy, Medical, and Pharmaceutical industries.

We are pleased to announce that STC will remain open for business.

Due to the growing uncertainty of the COVID-19 virus, STC has instituted a comprehensive plan earlier this month to help minimize the risk of transmission. The plan includes:

- Employees to stay at home if sick
- Social distancing, and limiting meeting size to 10 employees in the largest space available
- Working remote when applicable
 - More than 75% of our office staff will be working from home
- High level cleaning and sanitation practices throughout our facilities
- A ban on air business travel - now extended through April 30th
- Limiting our Salesforce to only travel to customer sites if the meeting is essential
- Limiting visitor access to our facility to those who have a critical need to be on-site
- Evaluating our supply chain for any disruptions, and keeping extra inventory on hand
- Maintaining our capability redundancies in our 3 buildings on our campus
- Continue our plant staffing to run 2 shifts and overtime as needed
- Continue to hire employees to anticipate extra capacity needed for essential products.

Our Sales Support staff and Regional Sales Managers remain open during regular business hours, and can be reached at 802-527-7726 or sales@ceramics.net

As of today, STC has little to no disruptions in our supply chain, and will continue to take the necessary steps to keep our communication with our critical suppliers open and robust.

We thank you for your business, and will continue to be your supplier of choice.

Vince Conte
 Business Development Director

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