

March 16, 2020

Dear Valued Customer,

We are reaching out to you today to address the increasing risk and exposure of the coronavirus (COVID-19) and the steps we as a company are taking to keep our employees, customers, and families safe.

Our disposition in Manufacturing is to power through situations such as this. We are in uncharted times, however, and due to the nature of how this disease spreads through “community spread”, it is a real concern and threat for our company, specifically at our production and warehouse facilities where most of our employees are located daily. Our sales, customer service, and operations teams are taking precautionary measures to prevent the spread of coronavirus. With this comes some immediate changes that we need to make you aware of:

- Limited face-to-face meetings. We pride ourselves in personal meetings with our customers. However, that personal touch now carries risk. Thus, until further notice, our sales team will not be making face to face sales calls and will be contacting you via phone or through other electronic communication methods. We are fans of video chat and have found those can be close to personal meetings without the risk of spreading COVID-19.
- Restricting visitors to our facilities. Our goal is to safely meet the needs of our customers. To limit our team’s exposure, we’re halting all non-essential visits to our facilities. For people who are visiting, such as delivery drivers or maintenance contractors, we’re asking everyone to complete a personal health check before coming onto our facility.
 - Check for symptoms of COVID-19: fever, cough, and shortness of breath
 - Had close personal contact with anyone within the last 14 days who have tested positive for COVID-19.
 - For those that answer yes to any of the above, we ask that they not come to our facilities.
- Limit exposure at our facilities. Please communicate with your logistics personnel on limiting the time spent outside their trucks while on-site at our facilities.
- Prepare for supply changes. Right now, we have enough inventory on most of our products to cover current orders. The hand sanitizers and sanitizers in general we drop ship are starting to experience long lead times. Absent supply or manufacturing disruptions, we anticipate being able to meet our customers’ known needs. With that being said, the situation is changing rapidly, and we do not know if this will continue. We will certainly keep you posted if this changes.

- Your safety is important to us. In the event you have concerns of your health and safety and its impact on your current Sales Order, please contact your Sales Representative or Customer Service contact immediately, and we can help you work through it.

We also know how important it is to protect our employees and our facilities. Our first priority is the health and safety of our employees and our communities. We are taking a number of steps to protect employees and to prevent and minimize the potential spread of the coronavirus (COVID-19). While doing so, however, we want to continue to service our customers, and be a role model in our communities. Our manufacturing facilities will remain open and a new set of operating standards have been put into place. Our hope is that with the added measures the facilities will remain open and continue to operate throughout these turbulent times.

Please be assured that we have trained our sales and customer service teams to continue to effectively service your account. We appreciate your understanding of this situation and thank you for your business.

Thank you,
Mark Russell
President