



March 20, 2020

Dear Valued Customer,

The COVID-19 pandemic is spreading fast and we all need to do our part to slow down its spread and flatten the curve. This is critical so as to not overwhelm our frontline medical professionals. At the same time, as providers of industrial parts, components and MRO materials and services, we need to ensure our customers production continues to run smoothly.

We have a robust supply chain and to keep it intact, we have practices in place to protect the health and safety of our employees. At the same time, for key positions required to serve our customers, we have a succession plan.

Most of our customer service reps are working remotely; consequently, we have reduced branch personnel to easily observe social distancing. In addition, our distribution centres are fully staffed with all the necessary precautions to protect our employees and outgoing merchandise.

Our technical sales reps (TSRs) can provide technical assistance remotely. Should on site presence become necessary, the TSR will be equipped with personal protection to ensure our customer's and his safety.

As we continue to act to flatten the curve, we are serving our customers without interruption. You can remain confident in our ability to supply your organization with the necessary parts, service and safety during this unprecedented time. We are all in this together and together we will overcome it.

Yours Sincerely,

Paul Deschene

Paul Deschene
Vice President, Sales