



Swagelok Alabama | Central & South Florida | West Tennessee

A Message from our President: Reflection & Preparation

December 17th, 2020

Valued Customers:

As we approach the end of a year that has presented us with challenges most could never imagine, I would like to share my reflections, as well as future direction. This year, we were forced to operate in a dynamic environment with external factors challenging us daily. We were balancing the continuity of our professional lives while safeguarding our families. That said, it has been extremely reassuring to know we can rely on the commitment of our team, Swagelok's robust supply chain, and the earned partnerships with our customers.

Swagelok has been supporting customers around the world since 1947, and even in such an unprecedented time in our history, they continue to do so today. Furthermore, proactive intentionality from Swagelok corporate has positioned us to support an aggressive economic rebound. They are holding higher levels of raw materials, components, and finished good to mitigate supply chain risks while also increasing staffing to protect against absenteeism.

Swagelok has sustained product availability and mitigated the impact of potential supply chain disruptions amid the pandemic to ensure business continuity. Although we cannot predict the future, we can prepare for anticipated customer questions, needs, and restrictions our business might face during a potential second wave of COVID-19. We will continue to invest in the business through value-driven decisions to provide world-class support to our customers during a time when many companies reduce their operational expenses.

Despite the pandemic, we have invested in several new resources that will enable us to serve our customers more deeply and innovatively. These resources include new roles to improve customer experiences, new technologies to help us stay connected with customers – including virtual onsite inspection capabilities, and a new business system that will allow us to provide better insights to customers, including product availability, lead times, deliveries, and more proactive supply chain management - all leading to a better customer experience and partnership.

Although this year has been challenging, we continue to invest in our customers' success by preparing and enabling our team to work in new ways with new resources.

I hope that you and your loved ones remain healthy and happy as we approach the end of 2020.

Sincerely,

Patrick Werrlein, President



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