



Swagelok's Ongoing Response to COVID-19

July 8, 2020

Customer Focus, Respect for the Individual, and What That Means for You

Swagelok has remained open as an essential business throughout the course of the COVID-19 pandemic, ensuring our customers—especially those working in critical industries and applications across the globe—have access to the reliable products and support needed to operate effectively. Now, as manufacturing companies and other organizations that were previously closed gradually reopen worldwide, we are adjusting our approach to continue effectively serving our customers while promoting the wellbeing of our many associates.

Customer Focus is one of our core values which has guided our decision-making as we have adjusted to the challenges of the COVID-19 pandemic. We have taken steps to reallocate resources, shift processes and reassign associates to maintain operational stability in recent months. Doing this has allowed Swagelok to avoid major production and fulfillment issues. Our dedication to meeting the needs of our diverse global customer base has remained—and will remain—unchanged.

Throughout this difficult time, we have taken steps to keep our associates safe:

- We have provided our shop floor team members with the space, clean facilities, protective equipment, training, and other support they need to perform their jobs effectively. This has meant implementing best practices for social distancing, temperature scanning, and supplying masks across our global manufacturing facilities in the United States, Isle of Man, and Changshu, China.
- Our corporate office associates have been working remotely since March, and they will continue to do so until at least October 2020. Working remotely has not affected the productivity of our office associates, and this plan allows us to continue minimizing exposure while maximizing productivity.

A taskforce is in place to evaluate next steps as we continue to serve the needs of our customers and protect associates across the globe. We will prioritize a return to the office based on critical business and customer needs. We will of course continue observing all applicable regulatory requirements to maximize the safety of our entire workforce in the meantime.

Know that Swagelok remains well-positioned to meet the needs of our customers, associates, and supply chains worldwide. This will continue to be the case in the coming months. Thank you for your continued support as we navigate challenging times. We look forward to serving you moving forward.



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