

Dear Customer

Swagelok Idaho | Montana | Salt Lake | Rock Springs management teams have met and reviewed our business continuity planning as it relates to the coronavirus and updated as appropriate. Our number one concern is the health and well-being of our team and our customers.

We believe we have addressed contingencies and anticipate no disruption to our customers' supply chain. Additionally, we have met with our associates at our four branch locations and communicated coronavirus education, State and CDC links, enacted enhanced protocols for sanitizing workstations and cleanliness, and created a core team to manage remote business operations if necessary. Our Business Continuity Plan as it relates to Pandemic /Epidemic is available on request.

Swagelok's headquarters and main operations are in Solon, Ohio. Swagelok has a rigorous risk mitigation program as well as comprehensive supply chain program that addresses unplanned disruptions. As a result, they have restricted business travel, enhanced the personal hygiene resources available to associates, canceled large group meetings, completed supplier assessments to understand long-term supply chain risks, and provided personal travel guidance for all associates.

Although we do not anticipate supply chain disruptions, we encourage all customers to review your current inventory levels and make the necessary arrangements to ensure business continuity as it relates to projected product demand. We are here to assist you. Specific questions can be directed to your local Sales and Service Center by calling one of the phone numbers listed at the bottom of this letter, or [email](#) us directly.

Sincerely,

Mark Turner  
President  
Swagelok Idaho | Montana | Salt Lake | Rock Springs

