

OUR FIRST PRIORITY:

***The Health and Safety of Our Associates,
Our Customers, and Our Communities.***

March 17, 2020

Our Valued Customer –

With the World Health Organization declaring COVID-19 a global pandemic, we are closely monitoring further outbreaks and the potential impact on our associates, customers, and communities.

Internally, we have adopted the recommendations outlined by the Center for Disease Control and Prevention and numerous other measures to keep our associates safe and business operations running. **Please note: Our business remains open – we are fully committed to continuing to support you during this time.**

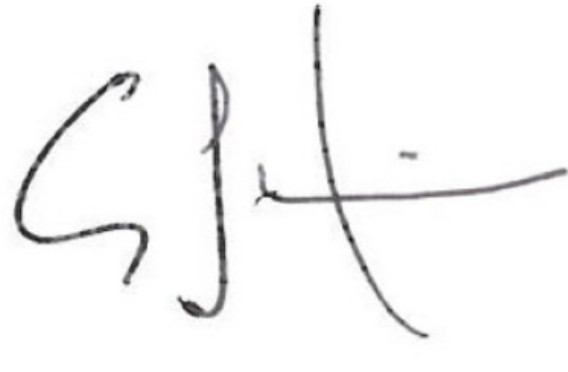
In order to help keep our associates and your employees safe, we are taking the following actions, effective immediately:

- **Onsite Customer Visits:** We've directed our sales associates to use virtual communication whenever possible. We are committed to staying actively engaged and supporting your needs via phone, email, text, FaceTime, and web conferencing. Site visits may be appropriate and will be assessed on a case-by-case basis. We will resume regular visits once the risk has subsided. ***If your company is restricting site access, please let us know so that we can determine next best steps to service you.***
- **Vendor-Managed Inventories:** We will continue to manage these inventories at this time. However, we may suspend this service if COVID-19 concerns escalate. Our team is available to work with you to adjust current practices as needed or to increase stock levels to mitigate future potential risks. ***If your company is restricting site access, please let us know so that we can determine next best steps to service you.***
- **Customer Pickup/Walk-Ins:** We request that customers please limit visits to our facility at this time. This includes customer pick-ups and walk-in service. ***We will gladly assist you with technical support and take your orders via phone, fax, or email and make immediate shipments to you.***

We realize that these actions may require us to temporarily adjust how we interact, but we believe these precautions are in the best interest of our associates, your employees, and the community at large. As mentioned above, we remain absolutely committed to supporting you during these challenging times.

On behalf of our team, **thank you** for your continued trust in us and for the opportunity to serve you.

Best Regards.



Greg Hines

President

Swagelok Pittsburgh | Tri-State Area

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