

Dear Valued Partner,

In the midst of the rapidly evolving COVID-19 situation, we would like you to know that we at SureWerx are closely following the recommendations of the CDC, WHO, and other public healthcare entities to minimize the risk of transmission and protect the health and well-being of our employees, customers and the communities we operate in. Our priorities are clear to us during this time: minimize risk for our employees, customers and our communities while at the same time continue to offer the best possible service to ensure the needs of the marketplace are met. Because some of our Safety products are being used in response to the current pandemic, we feel a special responsibility to inform you of our actions.

We are proud to offer our products/brands through distributors in Canada, the United States and Europe and with that comes our responsibility to help protect the communities we operate in and those that we serve. As we continue to adjust to the ever changing landscape with COVID-19 and its impact around the world, we want to give you some updates and be clear about our business practices and the operational changes you may see from SureWerx.

On a local level, we're adapting our business and warehouse operations to limit physical contact with employees and visitors to our Distribution Centers and offices. These limitations will include; having only essential staff working at our locations and relocating the majority of our non-warehouse staff to work remotely, splitting the warehouse operations to multiple shifts to minimize complete disruption at our largest warehouses, minimizing the interaction between shipping and receiving truck drivers and our DC teams, closing access to our offices from the public and suspending all business travel for our entire team.

Even in these unprecedented times, our SureWerx team has the technology to work remotely and we are equipped to seamlessly serve everyone with the same vigor and effectiveness that we have always shown. We will continue to service our customers through virtual interactions with our sales team and regular deliveries to their DC's. At the same time, we will continue to work with all our manufacturing partners, vendors and service providers virtually with our entire team.

We are encouraging customers to order ahead whenever possible given the potential for disruption of global supply chains in the current environment. This will help us plan our service to minimize contact while efficiently meeting your supply needs. We also appreciate the situation remains fluid and evolving which could present fulfillment challenges from social spacing disruption that is starting to occur in most jurisdictions we operate in.

This is a particularly trying time for many businesses and we all face new and difficult challenges, both human and financial. SureWerx is committed to do our part by working with local, state/provincial, and federal authorities and the global community to combat the virus from all directions that we feel we can have a positive impact.

Sincerely,

A handwritten signature in black ink, appearing to read 'CB'.

Chris Baby
President & CEO, SureWerx