



April 29, 2020

Dear Valued Customer,

As you know, these past six (6) weeks have been a trying time for all of us due to novel coronavirus (COVID-19). ValLEN Distribution, Inc. ("ValLEN") is optimistic about the future going forward, especially as we see more and more of our customers resuming production after shutdowns and/or reduced production. ValLEN is ready and able to assist you with your MRO needs as your plant(s) start to return to normal production.

As always, the health, safety, and well-being of our employees, customers, vendors, and communities at-large remain our daily focus. We have constantly reviewed and improved our processes and approaches to doing business, including our business continuity and preparedness plans and our cleaning, health, safety, and hygiene practices, so that we can do our part to help ensure the health, safety, and well-being of our associates, customers, suppliers, and communities at large. For our workers continuing to serve essential businesses, we have protocols in place to protect them and our customers.

Our front-line workers are protected by wearing masks during their shifts along with gloves, observing distancing requirements and routine cleaning. We have a trial underway with a 4x10 work week to reduce the number of contact hours among our front-line workers in our distribution centers, and to provide a benefit and retention incentive to our logistics team and will consider instituting across our distribution centers if successful. In addition, our distribution centers have implemented ValLENDefense, using TwinOxide® along with the Power Breezer Mach IV to quickly and safely disinfect large industrial and commercial facilities. We ask that you review these products on our website or speak with one of our customer service representatives as ValLEN and many of our customers have found them beneficial for quickly and safely disinfecting facilities. <https://www.valLEN.com/w/vallendefense>

In this ever-evolving and unforeseen climate, there are many things outside of our control, such as product shortages, manufacturing delays, increased lead times and costs, and reallocations of supply by national, local and foreign governments, among others. We are also continuously monitoring and assessing the developing situations concerning PPE and Safety Products including, for example, the availability of respirators, goggles, disposable garments, hand sanitizers, and hand soaps. We are working to keep our customers apprised of these developments so that we can help our customers manage their requirements for those and other products.

We ask that you please continue working with your normal ValLEN contacts and sales representatives, who will be available to work with you unless their specific situation dictates otherwise. If you are unable to reach your normal ValLEN contact(s) for any reason, please call our Customer Service Center at [1-800-932-3746](tel:1-800-932-3746) or visit <https://valLEN.com> to place an order on-line and one of our other associates will be happy to assist you.

As your situation or production schedule changes, keep us informed of your needs and concerns as we believe that open communication with our customers is critical. For regular COVID-19 updates, please visit our website at <https://valLEN.com/w/coronavirus>.

We sincerely appreciate your business, patience, and continued support. Stay safe and healthy and know that we, as always, remain steadfastly committed to serving you.

Sincerely,

Chuck Delph
President