



March 17, 2020

To our Valued Customers and Business Partners:

Businesses and communities across the globe are preparing for a significant change in day-to-day operations to preserve our health and wellness. John Boos is dedicating significant time and resources to prepare for COVID-19 and the impact it will have in the coming weeks. Always, our priority is to ensure the health and safety of our employees, customers, vendor partners, families and communities. Moving forward through this difficult time, John Boos is taking decisive action based upon recommendations from health experts and government organizations.

Regarding our day-to-day operations, we are monitoring the situation closely for any changes or developments that may be impactful. Additionally, we are taking steps to continue doing business with our partners and customers with as little disruption as possible. We are wholly committed to ensuring that our business operations continue to run smoothly, and that we are providing the highest level of protection, safety and compliance in our workplace, distribution practices and service to our customers.

Specifically, we are incorporating changes in our policies and procedures as outlined below:

- Educating our Employees on Preparation, Protection and Recognition
- Enhancing our Cleaning Services and Sanitation Procedures
- Limiting our Employees' Exposure During Deliveries and Services

- Communicating Needed Information through our Emergency Response Team
- Incorporating a No Travel Policy
- Providing Remote Work Opportunities for Employees
- Monitoring Government Response and CDC Guidelines

John Boos & Co. has weathered many challenges during the 20<sup>th</sup> and 21<sup>st</sup> centuries – times of war, depressions and recessions, pandemics, natural disasters, geopolitical and technological shifts. Our 133-year history demonstrates our resiliency, versatility and commitment to hard work. We will communicate often with our partners to advise of any changes in lead times, product availability or other important information as it may develop. We appreciate our customers' loyalty and support during this volatile time and feel confident that together, we will weather this storm and emerge stronger.

#### **JOHN BOOS & CO. MANAGEMENT**