



Gexpro Services  
9500 N. Royal Lane, Suite 130  
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Dear Valued Supplier,

The COVID-19 pandemic has impacted Gexpro Services' key customer base to varying degrees. As an essential business and key supply chain management partner to customer OEMs in the Energy, Aerospace, Military, Transportation, and Technology critical infrastructure segments, we are responsible for proactively and effectively optimizing customers' inventories and supply chains in times of market contraction and growth.

Gexpro Services remains committed in doing everything within our control to maintain a robust and full supply chain capable of supporting our customer demands through these fluid times. First and foremost, we are focused on the health and safety of our employees, customers, and suppliers. Gexpro Services has implemented several temporary policy changes that include suspension of business travel, restriction of visitors at our sites, telework for non-essential employees, and implementation of site industrial hygiene protocols and symptom checks to mitigate the associated risks of COVID-19. A summary of those best practice protocols is included in this communication. We encourage you to share any best practices or lessons learned with us, so we have the benefit of our collective experience.

As the situation around the world regarding COVID-19 continues to evolve, it will be imperative for Gexpro Services and its suppliers to communicate proactively regarding open purchase orders, forecast updates, and any required changes to delivery schedules. Given the macroeconomic effect of the virus, we expect continued and increased volatility in our customer demand requirements, and we will collectively need to demonstrate production and output flexibility as a result. Some customers have already declared a force majeure event as the COVID-19 crisis continues to impact end user demand in the global marketplace. Based on the changing environment and fluctuating demands of our customers, we are notifying you that we anticipate communicating reduced demand in certain segments, including a revision or partial/complete suspension of certain orders.

Gexpro Services is carefully monitoring the situation daily with each of our key customers across all vertical segments. We are working together with the customer OEMs to mitigate adverse impacts from this event. We ask for your understanding during this challenging period and request that you maintain flexibility. Gexpro Services must continue to ensure continuity of supply to our customers, while also managing through fluctuations in production volumes. We need your company to do the same.

As forecast updates are received, our purchasing team will be in contact to communicate any immediate changes to delivery schedules. Please check the Gexpro Services supplier portal for revised delivery dates.

The COVID-19 pandemic is having a profound and unprecedented impact on our world. The message to our Gexpro Services team is to treat each customer, supplier, and person with respect and empathy. Both professionally and personally, we are all impacted. Let's work together to navigate through this difficult time. Our collective response and flexibility over the next few months will position us to gain market share and scope in the coming months and years. This is an opportunity to show our value as preferred supply chain partners.

## COVID-19 Protocol Best Practices

- **Minimum Staffing:** All facilities must utilize the minimum number of people to safely execute tasks and must comply with enhanced safety and health protocols – including symptom screenings, social distancing, disinfection of workspaces, and use of PPE.
- **Approval:** Any non-essential employee coming onsite for work must have pre-approval and acknowledge site industrial hygiene requirements prior to coming onsite (screening protocols, social distancing, PPE, etc.)
- **Point-of-Entry Screening:** Daily Point-of-Entry health screening is required for all people coming onsite. Screening questions may include:
  - Temperature check with contactless thermometer.
  - Screening for CDC lists of emergency warning signs and possible symptoms of COVID-19.
  - Screening for members of your household that may be ill with or recovering from confirmed or suspected COVID-19.
  - Screening for close contact with a person with confirmed or suspected COVID-19. Close contact is considered contact within six feet (two meters) for a period of 15 minutes.
- **Masks:** Each person entering the site is provided a cloth (or better) mask. Masks must be worn at all times, while seated in a cubicle, when walking around the office, while in the bathroom, etc. Exceptions should be limited to eating/drinking or when alone in a closed office or conference room. This includes donning the masks when others enter the office or conference room. Politely challenge anyone who is not in compliance.
- **Social Distancing:** All persons must practice social distancing whenever possible, including keeping a distance of six feet from other people and observing posted signage or floor placards. Exceptions should be limited to the performance of tasks that require more than one person and only for the duration of that task. For example, to comply with safe lifting practices. Stagger break schedules, and post Occupancy Limits in breakrooms, conference rooms, and bathrooms. Stagger shifts, Checkerboard workstations, and create Physical Zones, where possible, to minimize the footprint of an exposed workplace.
- **Proper Hygiene:** Everyone should practice good hygiene practices, including:
  - Washing hands often with soap and water for at least 20 seconds, especially after having been in a public place, or after nose-blowing, coughing, or sneezing
  - If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol.
  - Avoid the touching of eyes, nose, and mouth with unwashed hands.
- **Enhanced Cleaning/Disinfecting:** Conduct enhanced cleaning and disinfection of contact surfaces in buildings where people are working.
- **Reporting:** Any illness concerns in the workplace need to be reported to the appropriate personnel.
- **Personal Application:** Incorporate health checks, social distancing, proper hygiene, frequent cleaning/disinfecting, and wearing masks into your personal activities.

Best regards,



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