



Swagelok Southwestern Ontario
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April 3,2020

Valued Customers,

Coronavirus (COVID-19) disease continues to spread and the World Health Organization has declared it a global pandemic. Guided by recommendations from the relevant health and disease control authorities and our core values, we have and will continue to take actions that protect the health and well-being of our associates and those of our customers.

Operating as an Essential Service

The Ontario Government issued an update on April 3, 2020, to an order stating that only essential businesses can remain open. Under the order, Swagelok Southwestern Ontario is considered a supplier to essential businesses and infrastructure and we will remain open to support these essential groups. Some of the other essential businesses are defined as pharmaceutical companies, healthcare operations, medical supply chains and research, power plants, water and gas utilities. We service all these types of businesses and the order makes a provision for Swagelok Southwestern Ontario under "Businesses that supply other essential businesses with the support, supplies, systems or services, including processing, packaging, distribution, delivery and maintenance necessary to operate."

While we remain open to support customers under this Essential Businesses only Order, we have implemented additional operational changes to ensure we are protecting our associates and customers.

- **Basic Operational Personnel:**
 - Those associates determined to be critical to basic operations, that are unable to complete activities remotely, will continue to report to our facility. Within the facility, we have implemented daily cleaning protocols, critical role backup plans and are observing recommended physical distancing and safety practices to minimize the risk to associates.
- **Remote Work & Working From Home:**
 - We have transitioned the majority of our staff to remote operations and we remain available via phone or email to support our customers.
- **Services suspended till further notice:**
 - On-site visitors
 - Customer Pick-up and Walk-ins
 - Customer Engagements, including service calls, vendor managed inventory and training events.

Please contact us or visit our website for additional information or if you have any questions or concerns.

Thank you for working with us in these unprecedented times and respecting these changes.

<https://sw-ontario.swagelok.com/en/about-us/COVID-19>

Best Regards,
Swagelok Southwestern Ontario

