



March 19, 2020

Dear Valued Customer,

In this correspondence we'd like to take the opportunity to address some of your questions around our plans to address the recent spread of the COVID-19 outbreak.

We realize many of you have put visitation restrictions in place to protect your associates along with ours from possible infection of the COVID-19 virus. Throughout this pause in our ability to visit, we realize work still needs to get done. SunSource and all our Companies are here for you and available to work with you in person as allowed by your guidelines and on a virtual basis. Currently, all our fabrication and distribution centers are operating and processing orders. We look forward to working collaboratively and creatively over these coming weeks. We are ready and able to serve you.

To ensure supply continuity, SunSource has reached out to all our major supplier partners to gauge the overall impact that the COVID-19 is likely to have on the flow of goods and services in our business. In large part, our suppliers are confident there will be no impact with supply continuity.

We are working with those supplier partners that are either seeing an impact or anticipating an impact on material flow, to alleviate any potential disruption. This includes carrying additional inventory within the supply chain, utilizing approved alternate sources, as well as leveraging additional supplier manufacturing sites not impacted. At the present time we have seen minimal to no impact on material flow. We will continue to monitor the situation and work closely with our supplier partners to assure material continuity remains intact.

In order to minimize exposing our associates to any potential illness, we have implemented travel restrictions as well as restricting visitors into our sites. While we are meeting or exceeding CDC guidelines focused on prevention, we also have an Emergency Response Taskforce in place that meets each day to review the status and impact of COVID-19, as well as develop contingency plans and site recommendations. We are continuing to monitor this situation and will adjust as necessary.

As we face this unprecedented challenge together, we thank you for your continued support and your business.

A handwritten signature in blue ink that reads 'Richard A. Harrison'.

President & CEO
GHX Industrial LLC