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## A Letter to Our Customers Regarding GHX Industrial LLC's Commitment to Servicing Your Needs:

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March 25, 2020

Dear Valued Customer,

As a follow up to our last letter on March 19, 2020, we'd like to take the opportunity to address some additional questions that we have been hearing from many of our customers related to what products and services we have available to you during this unique time with the recent spread of the COVID-19 outbreak. In light of mandatory shutdown in areas of the country of all non-life sustaining businesses, our customers have been asking if we are still open. Thankfully, the answer is: **Yes, we are open.** We serve customers in vital industries, such as medical manufacturing, food & beverage, machine manufacturing, and power generation, so we want our customers to know we are here for you.

We are open for business and all of our locations are shipping as usual!

As part of the SunSource family of companies, we want to make you aware that we can offer a wide range of products and services throughout the country. We understand every business is challenged today, but please know we are ready to help you in any way we can. We have 161 branch locations and over \$170M in combined inventory. If we don't have exactly what you are looking for, we can provide options for you to consider. Our supplier partners are also available, manufacturing and shipping as normal. Below is a list of technologies that we along with our SunSource partner companies can provide.

Technologies:

Hydraulic Pump	Industrial Hose	Compressed Air	Process Valves	Hydraulic Repair	Power Units
Hydraulic Valves	Gasket & Seals	Instrumentation	Process Pumps	Electrical Repair	Control Panels
Electrical Controls	Lubrication	Tubing	Filtration	Process Equip Repair	Filter Skids
Hydraulic Hose	Automation	Piping	Gauges	Field Service	Process Skids

In addition to the technologies listed above, we have over 80 engineers available to support you with any technical questions or application needs you may have. Our 1100+ sales professionals are available by phone, email, webinar or video conferencing to support you and assist with any needs you may have. Also, with our network of repair centers and field service technicians we can provide pick up and delivery of product that may need repaired as well as field support as needed. We are certainly cautious about travel and visitation policies during this time.

SunSource, GHX Industrial LLC and our other companies have a joint taskforce in place that meets daily to review the status and impact of COVID19 and develop contingency plans and site recommendations. As mentioned, the situation is rapidly evolving, and we must remain agile and responsive in our decisions. We continue to communicate proactive measures and guidelines to help stop the potential spread of this virus and to keep ourselves, our families and our communities safe. As we face this unprecedented challenge together, know that we are here to serve you, and we thank you for your continued support and your business.

Best Regards,

Richard Harrison, President & CEO

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**To our customers that have been affected in today's work environment,  
we are here to support your needs.**