



Power/mation®

Innovative Automation Solutions / Exceptional Customer Service

To: Our Valued Customers
Re: Coronavirus (COVID-19)
Date: March 16, 2020

At Power/mation, the health and safety of our employees, customers and vendors is our number one priority. We also remain committed to servicing our customers in these unprecedented times. We would like to keep you informed as to how we are adapting to the impact the COVID-19 pandemic is having on our people, our customers and our respective businesses.

In order to minimize risk and exposure, effective immediately, we are proactively taking steps to keep our people and customers safe. Outlined below are our initial steps to minimize exposure and continue servicing our customers.

Our business adjustments:

- Anyone feeling sick or symptomatic is required to stay home.
- Business travel restrictions have been implemented.
- Suspending any visits to Power/mation facilities by outside personnel.
- Face-to-face customer and vendor meetings will be replaced with virtual meetings, utilizing tools like video conferencing, Microsoft Teams and conference calls.
- For many roles tele-commuting will be implemented to limit exposure.
- We will continue to monitor the impact to our suppliers and the overall impact to delivery of orders.
- Product delivery will not change, however, in some cases may be subject to commercial carrier delay.

You can also find additional information from our suppliers regarding the impact of the COVID-19 virus by visiting <https://www.powermation.com/covid-19/>.

Contact us:

- Contact Power/mation by phone: 1-800-843-9859
- Email us at contact@powermation.com
- Contact your local branch by phone
- Contact your account manager

While this situation created by the COVID-19 virus continues to be very fluid, we will continue to monitor and take actions to keep our people and customers safe, and well informed. We will make every effort to minimize any disruption to your business and remain flexible.

Sincerely,

Bob Ricci
Executive Vice President of Sales
Power/mation

800.843.9859 • www.powermation.com • contact@powermation.com

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