



March 17, 2020

Dear Valued Customer,

As you are aware, the coronavirus COVID-19 is now a pandemic, and considered a serious threat to public life. We all have a key role to play to try and mitigate and slow down the spread. Our top priority is to focus on the health and safety of our employees, their families, and loved ones.

We also remain committed to supporting our customers. This is anything but "business as usual". The purpose of this letter is to communicate what we know today in terms of providing business continuity. The situation at hand is changing fast, and we will provide additional information and updates as warranted.

Today, our plants continue to operate. Our supply chain on incoming raw materials remains intact, and our dedicated employees on the front line continue to keep our machines operating.

All of our distribution centers and rep warehouses are open and continue to operate. If your company typically picks up from our distribution centers and / or rep warehouses, we ask that you allow more time due to the possibility of reduced staffing levels at the facility. We have been building inventories in advance of the construction season, so today we are in a strong position to supply our customers with their pipe and fitting requirements.

If anything changes on either front, we will advise you.

Some of the steps that we are taking to fight the spread of this virus include:

- We have suspended all air travel.
- We have asked our salespeople to work from home, and respect social distancing by engaging/communicating through phone calls, video conferencing including skype/Microsoft teams or others, and email.
- Attendance at all trade shows, conferences, lunch and learn events, and tabletop events are cancelled.
- Any person who has returned from abroad is being required to self-isolate for 14 days.
- With all employees, we are educating and reinforcing the need for good hygiene including best cleaning/sanitizing practices, and the importance of, and proper protocol around social distancing.

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- Any employees exhibiting symptoms like fever, cough, sneezing, or shortness of breath, even if they are mild have been asked to stay home and contact their local health provider.
- Lastly, we have recommended all employees follow the guidelines as set out in the Canadian and U.S. official government websites for COVID -19 guidance.

We are all operating in a period that is unprecedented. Like you, we are monitoring the situation closely, listening to our health officials, and trying to do the right things. We are all in this together. As new information becomes available, we will provide further updates.

Our customer service operations remain open, and your IPEX sales representative is available by phone to answer any questions.

Thank you,

IPEX USA LLC

Rick Shanahan

Vice President Sales