



Important customer information regarding Coronavirus (COVID-19)

To our valued customers,

As an essential business, our products are critical for hand hygiene and the health of all who use them. As such, our manufacturing and shipping departments remained open to accomplish this important work. We continue to follow the guidance of the Centers for Disease Control and Prevention, and reopening guidelines announced by Commonwealth of Massachusetts' state officials and health experts.

Our customer service and technical support staff has been and will continue to be available to assist you during regular business hours. Some members of our office staff are working remotely, though accessible through normal channels of communication, following proper social distancing and reopening guidelines.

Being in the business we are in, hygiene is of the utmost importance, and cleaning regimens within our facility have always been stringent. Still, out of an abundance of care and caution, we have implemented a number of extra precautions to ensure the safety of our workforce and minimize any potential disruptions to our customers.

We are following recommended guidelines for social distancing, ensuring that employees have appropriate personal protective equipment and a safe and hygienic work environment. In addition, we are increasing the frequency and thoroughness of our cleaning and sanitizing efforts in our public, assembly, and shipping areas, and have added hand sanitizer and sanitizing wipes in key areas around the factory.

Please refer to our website for the most up-to-date information, or contact our customer service team or your local manufacturer's representative.

We thank you for your loyalty and continued business. Be well and we look forward to helping win the fight against COVID-19.

Best regards,

A handwritten signature in black ink that reads 'Denis Gagnon'.

Denis Gagnon

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