

Amidst the ever-changing news about COVID-19, Schaedler Yesco is focused on two main areas: Keeping our customers and team members safe and helping you maintain your business with minimal disruption.

We continue to monitor data and recommendations from the CDC, the state of Pennsylvania, OSHA, and other vital sources of reliable information. Below are the steps we have taken to date.

To operate safely, the following has been instituted for an undetermined period:

- Visitors to Schaedler Yesco facilities are restricted to customers only. Manufacturer reps, sales reps, and other visitors from outside of our company are restricted.
- Customer interaction via phone, email, webinar, or another digital tool is highly encouraged over face-to-face meetings. We ask that in-person meetings take place only when essential to serving your needs.
- All locations, facilities, and offices are taking precautions and sanitizing regularly.
- Our teams will use good judgment and keep the safety of our customers and employees top of mind.

We are committed to serving your needs with consistent supply and staff availability.

- We are working with our vendor partners to understand how this situation may affect the supply chain. At this time, we have not been made aware of any significant issues that should cause supply concerns.
- We have not reduced inventory or delayed purchases that would affect availability.
- While your sales rep may not be visiting your office or site, all of us at Schaedler Yesco are here to help with a simple call, text or email.

We are not reducing or eliminating services, but we are implementing procedures to minimize risk.

- On-site support will continue.
- On-site support for start-up, troubleshooting, emergency service, inventory management services, either at a job-site or at your storeroom, will continue, providing you are accepting outside visitors. Please communicate with your Schaedler Yesco contact regarding your policies. Employees are instructed to limit person-to-person contact and utilize safety precautions when visiting your location.
- Deliveries will continue as scheduled.
- Drivers are instructed to limit contact, including handshaking.
- Drivers will acknowledge delivery on your behalf by signing delivery documents for you. They will note the date, time, and name of the person accepting the delivery.
- If no one is present to accept the delivery, we will proceed with our standard practice of noting the delivery and taking a photo.
- Counter locations, including will-call, will operate from 7am – 4pm

- To limit contact and ensure your business experiences as little disruption as possible, please call us or use Web Order Entry, Mobile Order Entry, or other digital tools to communicate and place orders for pick-up.

We will continue to communicate with you regularly.

- Follow us on [LinkedIn](#), [Twitter](#) and [Facebook](#).
- Sign up for email notifications [here](#).
- Ask your I.T. person to add emails from @sydist.com and @sydist.ccsend.com to a safe sender list.
- Read updates sent by your Schaedler Yesco Sales Representative.

This situation calls for the ability to react quickly and with conviction. We will continue to monitor this ever-changing situation and will communicate updates appropriately.

Thank you for your business and your understanding. If you have any questions, please contact your Schaedler Yesco Sales Representative.

Best regards,

A handwritten signature in black ink that reads "Farrah L. Mittel". The signature is written in a cursive, flowing style.

Farrah Mittel
President
Schaedler Yesco Distribution, Inc.