



To: Our Valued Customer and Supplier Partners

From: Mark Durham, Chief Operating Officer

Date: March 17, 2020

Subject: COVID-19 (Coronavirus) Update – Customers and Suppliers

This past Wednesday, March 11th, the World Health Organization (“WHO”) declared that COVID-19 had become a global pandemic. In response to this development and COVID-19’s growing impact in the United States, our nation’s leading health authorities called for individuals and businesses to prepare to adjust our regular practices in support of the health and well-being of all Americans amidst this rapidly evolving global health challenge. Of course, we take this guidance from leading medical experts very seriously and continue to heavily weigh all aspects of our social responsibility to protect the health of our employees, our valued customers, and our supplier partners.

At Gicon Pumps, we have the processes, practices, and infrastructure in place to provide uninterrupted business and support operations. You can rest assured our commitment to “quality and services” remains un-phased.

In addition to government mandates, we are modifying day-to-day business operations, closely following the recommendations set forth by the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC), and local public health officials. This includes taking the immediate action of suspending all non-essential business travel for Gicon employees until further notice. While our preference is to meet with our customers face-to-face, we believe that suspending business travel in favor of a virtual meeting is imperative to ensure everyone’s safety. The CDC has also called for no gatherings larger than 10 people. Therefore, all scheduled customer appreciation days and open-houses are cancelled until further notice. We will however offer special open-house discounts as are normally offered with the support of our vendor partners. Look for details to follow from Gicon’s Sales & Marketing Team.

To date, we have not seen any disruption from our suppliers and have been assured that they too are taking responsible measures to provide the same. Additionally, we have multiple suppliers for most of our materials which helps us ensure continuous supply.

The geographic dispersion of our nine distribution locations across the southwest region help insulate Gicon from the impact of localized pandemics. Due to the high levels of redundancy at all of our locations, we can smoothly transition production and shipments to other facilities which are not as highly affected as could become the case.

We believe these measures will help mitigate the spread of COVID-19 and keep our people safe and our business running. During this time, you can confidently expect the same quality products and high level of service from our team. Our delivery fleet shall run un-interrupted. We have asked our drivers to respect customer safety measures and not engage customers outside of necessary business. Please continue utilizing our normal communication methods to reach your dedicated Gicon representative.

Gicon cares deeply for all, and are committed to doing our part to support the health and well and being of all. Eventually business will return to normal and we can embrace our mutual successes to whip this disease.

We will continue to keep you informed regarding any changes to Gicon’s daily operations and educational events via email and our website. Everyone needs water. Let’s work together to make sure they have it.