



Coronavirus Memorandum

Date: March 16, 2020

We continue to monitor the developments related to the spread of coronavirus (COVID-19). The health and safety of our associates and our community remain our top priority. BSC Industries has implemented several policies and precautions to help prevent or limit the spread of the virus. Those policies include but are not limited to, preventative hygiene, travel restrictions, and a restriction on visitors to BSC locations.

In addition, we are implementing the following policy regarding BSC personnel visiting customers facilities.

Customer Visitations Suspended

For the next 2 weeks (we will revisit on March 27th) BSC personnel will no longer make physical visits into customer facilities. The following are the only exceptions to this policy:

1. **Delivering Product**

If a product delivery must be made to a customer, please deliver to receiving. When making the delivery, please practice social distancing when doing so. **Social distancing** means remaining out of congregate settings, avoiding mass gatherings, and maintaining distance (approximately 6 feet or 2 meters) from others when possible.

2. **Vendor Managed Inventory Programs**

BSC is involved with several VMI programs where we replenish inventory at the customers site on a weekly, bi-weekly, or monthly basis. We will continue to provide this service to our customers. BSC personnel who perform these services must wear gloves when entering the customer facility and practice social distancing.

3. **Emergency Service Calls**

BSC's Controls Division conducts service calls at customer sites on a regular basis. All non-essential service calls will be suspended for this 2-week period. Emergency service call needs will come up. We are defining an emergency as an issue that, if not resolved, will cause a plant shut down. The Controls Division will take every step necessary to solve the emergency remotely. If a visit becomes the only alternative, BSC personnel will wear gloves and will practice social distancing.

Alternatives to Physical Visits

Most of our customer visits are done by our field Sales Force. There are alternatives to physical visits that we must now utilize. Those alternatives include:



- **Conference Calls:** BSC has a toll-free conference service that is available to all.
- **Expanded Use of Mobile Phones:** To assist customers with product identification and application assistance, please encourage the use of pictures and videos. In addition, mobile phone chat apps (Facetime, Duo, etc.) are another great resource.

We understand that this is a challenging time and apologize for any inconvenience this may cause. Thank you for your cooperation.