



SUNNEN PRODUCTS COMPANY

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Sunnen's Commitment to You

As the world continues to manage the uncertainty and changes required in both our personal lives and in our business operations to combat the COVID-19 outbreak, we want to keep you informed and confirm that Sunnen is working to minimize the impact on both our employees and our customers.

Our leadership is committed, and meeting regularly, to discuss and adapt the tactical approaches we are employing to balance the safety of our workers with the availability of our products and services for our customers. As an organization, we are:

- Following CDC (Centers for Disease Control and Prevention) and WHO (World Health Organization) guidelines to increase the cleanliness in our work environments and the promotion of best practices for employee health and safety.
- Practicing social distancing at work and setting up team members with the tools, support and technology needed to work remotely.
- Deploying additional visitor screening methods and limiting physical contact within our buildings.

We are proud of our vast distribution network that has been built to serve our customers over our 96-year history. Each region and community, not just here in the US, but in our affiliate locations in Europe, China, India, Brazil and throughout our global independent distribution network, is facing a varied level of government restriction and severity of situation. We all, however, have one thing in common – we are all working together to support each other, our communities and the needs of our staff and our customers. We will continue to do so as we weather this uncertainty.

We are doing everything possible to protect our supply chains for our materials and components and the delivery of our products, solutions and services that you rely on to keep your business running. In the US, our operations continue to be 100% functional, which includes our machines and catalog products.

Where prudent, we are continuing to service customers through outside sales, service and inventory management solutions. We also appreciate that many customers want to limit outside partners in their facilities, and we are happy to adapt our local support methods as needed.

We have provisions in place to allow for the support of our customers remotely through the use of remote communication technology, including walking your staff through application and machine support, as well as training and optimization solutions.

As always, we encourage you to reach out to your local sales and support contacts for any questions you may have or support you need. We greatly appreciate your continued support and understanding as we navigate these uncharted waters. From the Sunnen family to yours, we wish you and your co-workers, friends and family good health and peace during this time.

Be well and be safe,

Chris Miltenberger
President & COO