



March 19, 2020

Dear Customers, Friends, and Partners of GAP-CO,

We at GAP-CO understand that there is concern at this time regarding the impact of COVID-19 on many businesses across the United States. We wish to provide you with information regarding our strategy to mitigate the risks of the virus and continue to deliver the top-quality services and support you've come to expect from us.

Most importantly, we want to assure you that GAP-CO is taking this situation very seriously. We have been implementing steps and procedures to ensure worker safety and continually monitor the situation since the initial outbreak.

Present Steps:

All of GAP-CO's office and warehouse locations remain fully open and operational: There have been no reported cases of COVID-19 within our organization and we have taken proactive measures to ensure the continued safe operation of all our facilities.

Supply disruption: GAP-CO has taken precautionary measures to assure there will be no interruptions in our supply chain. We can ship from multiple locations and states.

Employee safety measures: Non-critical personnel have been instructed to work from home during this time. We have increased awareness of personal hygiene and proper social distancing for our employees. Only critical personnel are working on location in all of our facilities.

Customer safety measures: GAP-CO ToolWorks is taking extra precaution to wipe germs from hand tools, power tools and machines before returning them, and after repairs are performed on site.

Sales and service travel: Sales and service staff have been instructed to refrain from traveling unless it is absolutely necessary. If a visit is deemed necessary, GAP-CO's staff will use all proper precaution to ensure the safety of all involved.

We are confident that we are taking all possible precautions with the measures we have implemented, but we ask for your understanding as we all work together to navigate through this difficult time.

Sincerely,

A handwritten signature in black ink that reads "Bob Atkinson". The signature is fluid and cursive, with the first name "Bob" being particularly prominent.

Bob Atkinson
President