



Swagelok Grande Prairie | Fort St. John | Winnipeg | Saskatoon

Phone: 844.402.0202

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March 26, 2020

Coronavirus (COVID-19) disease continues to spread and the World Health Organization (WHO) has declared it a global pandemic. Guided by recommendations from the relevant health and disease control authorities and our core values, we have and will continue to take actions that protect the health and well-being of our associates and those of our customers.

Swagelok Grande Prairie | Fort St. John | Winnipeg | Saskatoon is an essential business

Swagelok Grande Prairie | Fort St. John | Winnipeg | Saskatoon is considered a supplier to essential businesses and infrastructure and we will remain open, although in a limited capacity, to support these essential groups. Essential businesses include pharmaceutical companies, healthcare operations, medical supply chains and research, power plants, water and gas utilities, and oil refining. We service all of these types of businesses.

No visitors are permitted to enter our facilities. However, our Grande Prairie, Fort St. John, Winnipeg, and Saskatoon **business operations continue, Monday - Friday from 8:00 a.m. through 4:30 p.m.** Only essential operations staff are working from our facility, including Customer Service Representatives. During regular business hours, you can reach our customer support team by phone at 844.402.0202 or by email at info@grandeprairie-winnipeg.swagelok.com. We will continue to provide after-hours emergency support by contacting 780.933.8944 for Grande Prairie and Winnipeg, or 250.262.1798 for Fort St. John and Saskatoon.

Onsite visits: Unless pre-arranged specifically for either pick-up, or delivery of products, please refrain from visiting our sites. Please contact our customer support team if you have an urgent order that needs to be filled.

Vendor-managed inventories: We will make visits only when specified or requested by our customers. Please contact our customer support team, we would be happy to work with you on increasing stock levels for risk mitigation to ensure you have the product you need on-hand.

Customer pickup/walk-ins: We ask that customers do not visit our offices for pickup or walk-in orders until further notice. For those customers that determine that they need to pick up orders that are considered essential business, we are employing physical distancing and no-contact transfer of material, by appointment only. Our Customer Service Representatives are happy to assist with orders via phone at 844.402.0202 or email at info@grandeprairie-winnipeg.swagelok.com to coordinate shipments directly to you.

Measures taken internally

- All associates that can, are now working from home until further notice.
- Instituted physical distancing in our facilities: we have limited the number of associates working in our buildings, and suspended in-person meetings, shifting to remote technology as appropriate.
- Increased the depth of our daily sanitizing of common areas.
- Requested associates to wash hands regularly and upon entry and exit to the building.

Continuing focus on health and safety

We understand these precautions may impact the way our companies interact over the coming months, but we cannot emphasize enough that our main focus is the health of our associates and our customers. We appreciate your patience and understanding, as this is an evolving situation.

[We are posting regular COVID-19 response updates on our website.](https://grandeprairie-winnipeg.swagelok.com) If you have any questions, please don't hesitate to contact us at info@grandeprairie-winnipeg.swagelok.com.

Best regards,

Swagelok Grande Prairie | Fort St. John | Winnipeg | Saskatoon

