



To all of our valued partners,

We would like to share our business continuation plan and how we are responding to the issues and concerns surrounding the COVID-19 outbreak.

**Supply Chain Concerns - LEAD TIMES REMAIN AT OUR STANDARD 48 HOURS.**

ESI has been and continues to do everything we can to ensure our supply chains are secure. Currently we see no immediate interruption to supplies that would impact our mutual business. However, we are monitoring this regularly and will communicate any change to the risk level as well as an action plan. For large projects it is always best to contact Customer Service on availability and utilizing our reserved project inventory (PI) program.

**Everyday Business – Our Customer Service team is available via Phone or email.**

While we do not know how long the outbreak will impact our community, we are working closely with our parent company, Fellowes to monitor the situation and react quickly to lessen any difficult consequences we may face. For the most part, our business continues as normal. We are committed to be your trusted partner through this, supporting and helping you grow your business while serving our mutual customers together.

**Travel and Events –**

ESI is following current protocol under the advisement of state, local, WHO and CDC advisories regarding travel and events. Our first priority is to keep our employees, and customers safe, limiting travel and gathering events that could pose a risk to the larger community. During this time, our sales team will be available to meet via video, web, audio conferencing and in person should the situation demand.

**Safety of Employees and Customers –**

ESI is working to create a work environment that is safe and productive during this time. We are taking this threat seriously. Enhanced cleaning at our facilities is underway and employees who are ill or caring for an immediate family member are being given accommodations to work from home or use paid leave time and other support resources.

**Visitation Policy –**

Suppliers who visit our facilities in Mesa, Chicago, Pittsburgh and Denver, will now be required to undergo new procedures before entering the premises. Any potentially exposed individuals will not be allowed to enter our facilities. A series of questions will be asked upon entrance to identify high risk individuals for transmission helping us increase the safety of our team and customers.

As we go forward, we'll be sure to keep you updated, and know that we always value your questions, ideas and feedback. In closing, we appreciate everyone's patience as we work together to get through this challenge.

Sincerely,  
**Rob Day**  
General Manager

