

To Our Valued Customer:

As the marketplace changes due to the impact of COVID-19, we want to assure you that Lawson is open for business and here to serve our customers. As we navigate these uncertain times, we continue to keep our employees' health and safety at the forefront while providing you with the quality products and services that you have come to know and expect. To ensure that our and your operations continue to run efficiently, we have a business continuity plan in place to provide uninterrupted service to the best of our ability.

We have taken a proactive approach with our supply chain—working with all of our key suppliers to ensure that we have adequate stock, bringing in additional supply where possible and identifying alternate sources if needed. In fact, Lawson has a diverse set of countries from which it sources product.

Ensuring that our customers are able to continue to operate efficiently in this ever-changing environment is of great importance to us. Customers can reach out to their sales reps directly via phone, call customer service or place orders through our website. Our team will continue to conduct business safely to provide the support and service that you have come to expect.

Our employees' safety and wellbeing is also of the utmost importance. We have been following CDC and Health Canada guidelines to ensure that our employees and those they come into contact with remain healthy, such as frequently washing hands, refraining from shaking hands, staying home if they are feeling unwell and observing social distancing protocol.

We are taking this issue very seriously and will continue to monitor any new developments in the marketplace, while providing you with the quality products and excellent service for which we are known.

We appreciate the opportunity to serve you and thank you for your business.

Sincerely,



Michael G. DeCata
President & CEO

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