

March 23, 2020

Essential Manufacturing for Medical Devices

To Our Valued Customers,

The health and safety of our employees, our customers, and our guests is our top priority as we navigate through these unprecedented times. With closures in business, public sector, and certain industries, **APC Filtration Inc., remains open as an “ESSENTIAL BUSINESS” to provide critical items in the prevention and spread of COVID-19.** Therefore, we will continue to service our customers and the community until further notice.

While we remain open for business, we are taking precautions by limiting our branch staffing to essential positions, and implementing policies with respect to; telecommuting, self-quarantine, and alternative work scheduling. Please be advised that these actions, as well as the actions of carriers who are now prioritizing shipments, will likely have an impact on stated lead-times. We ask for your patience as we navigate through these challenges to fulfill your orders in a timely manner.

Our Customer Service Teams

We apologize in advance if you are having difficulty getting through to us. We continue to experience a high volume of calls and may not be able to respond as quickly as we normally do. Our current policy is to prioritize existing customers and to address any new customer opportunities on a case-by-case basis.

Product Availability

Our supply chain is holding strong on most raw materials. Please be assured APC Filtration procurement teams are working tirelessly to get accurate information on incoming materials so we can produce and deliver finished products within a reasonable timeframe. We will try to provide any effects on lead- times when they are available.

Order Fulfillment

We are prioritizing orders with a first-order-in first-order-out methodology, placing emphasis on healthcare, first responders, and the public sector. We are doing our best to process backorders as product becomes available. Please make your inquiries by phone, email, and through our committed CSR team. If you are ordering products

ISO 9001:2015



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considered critical to COVID-19 for the first time or quantities above your normal usage, your order may be adjusted to certain allowable quantities.

This situation is highly fluid and information is not immediately available at all times. Given the nature of demand, we ask for your continued patience. Our team is working for you on all levels to ensure that our communities are cleaner, healthier, and safer.

Sincerely,



Russell Kelly
President
APC Filtration Inc.