



April 3, 2020

Dear Valued Customer, Distributor, and Supply Chain Partner:

As an essential supplier to critical industries, ROSS remains open and ready to fulfill orders during this unprecedented COVID-19 crisis.

Thanks to the dedication of our manufacturing team, ROSS remains committed to supplying essential products to critical industries worldwide. ROSS continues to monitor the COVID-19 pandemic, and we are following all current WHO/CDC recommendations in our global facilities. Our employees are the foundation of our business and protecting employee safety remains a top priority. We are following social distancing guidelines, maintaining a clean, sanitized work environment, and have eliminated all non-essential travel, wholly with the purpose of keeping our people healthy to insure uninterrupted supply of vital products during this challenging time.

We are doing everything we can internally and with our supply chain to service COVID-19 related needs in an expedited manner. We understand that you still need service and support. Our customer service and sales teams are available to you via phone and web for conference calls and video calls. ROSS is also actively performing online training during this time and can provide customized training to you.

Thank you once again for your business and partnership as we work together to maintain critical care, general health and wellness, and the infrastructure vital to our collective community.

Above all, I wish you all, our worldwide family, good health and safety through this unique time. Stay safe, we are all in this together.

Best regards,

A handwritten signature in blue ink that reads "J. Hand".

Jeff Hand  
President & CEO



**Stay Safe, Together**