

Dear Dalco Client,

As a valued customer, I wanted to personally reach out and thank you for your trust in us to keep you, your employees and your facilities safe, clean, and healthy.

In the spirit of safety and health, I wanted to share with you what we are doing to limit risks for our employees, customers and partners related to the novel coronavirus (COVID-19). DALCO continues to actively and effectively manage our business in response to COVID-19, with three key objectives in mind:

1. Keeping our employees and their families as well as our customers safe.
2. Ensuring our business is fully operational to serve customers.
3. Doing our part as a corporate citizen to contain the spread of the virus.

DALCO team members have been monitoring the evolution of COVID-19 and information provided by the CDC, World Health Organization, Minnesota Dept of Health, and our key suppliers of products related to Coronavirus. At this time, our protocol for meetings and events has not changed and our facilities remain open.

Due to the increased demand on products related to infection prevention, (covid-19 specifically) DALCO has put into effect an Allocation Policy. To download the full policy, please visit www.dalcoonline.com/coronavirus. *The greatest difference between our normal order fulfillment and order fulfillment during a State of Allocation is that **select products are non-returnable, and orders of those products cannot be canceled.***

We are continuing to emphasize CDC guidelines for personal prevention techniques. The best way to keep COVID-19 out of our community and avoid respiratory infections is to practice good hygiene:

- Wash your hands regularly for at least 20 seconds using soap and hot water.
- Cover your coughs and sneezes. Avoid coughing or sneezing into your hands or into the air. Try to cough or sneeze into a tissue and then throw the tissue away. If you don't have a tissue, cough or sneeze into your arm.
- Avoid touching your face, particularly the eyes, mouth and nose.
- Stay home if you aren't feeling well.

We continue to monitor this situation closely and are committed to ensuring our core operations and business remain fully operational and ready to serve you. We have posted helpful information on our website at www.dalcoonline.com/coronavirus and will update information regularly.

While we are always here for you via email and phone, we also have various remote tools available such as Dalco Storefront. If you are not a current user, you can sign up for an online account to begin self-service by emailing storefront@dalcoonline.com and requesting an account.

If you need advice from a Dalco representative, we can assist you via phone, conference or web calls, and video demos.

Thank you again for your business. We appreciate your trust in us and look forward to serving you.

Sincerely Yours,

Ted Stark III
President