



*Setting The Standard For Over 50 Years*

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## **Information Regarding COVID-19**

To our valued FSIP customers,

At FSIP, the safety and well-being of our employees and our customers is always our top priority. We are actively monitoring the evolving COVID-19/Coronavirus situation and taking steps to help keep our communities safe. Although we have no immediate concerns, we wanted to share with you some steps we are taking.

### **Aligning with public health authorities**

We have a team dedicated to our response to this pandemic and have Business Continuity Plans to ensure the continuation of services. We are closely monitoring updates from the Center for Disease Control and the World Health Organization regarding COVID-19. We will continue to seek guidance from these agencies, public health officials and government agencies on an ongoing basis.

### **Protecting our customers and employees**

As our employees interact with customers and the general public, we have taken steps to limit exposure to the virus. Until further notice, we have put restrictions on travel, are postponing large-scale events, and are limiting the size of meetings. We are also providing remote-work solutions and will continue to reinforce safe behavior in every environment. Additionally, we have protocols in place that activate closures, disinfection and appropriate quarantine procedures based on recommendations by government and health agencies.



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## **Our commitment to our customers and our communities**

The role our network plays in keeping people connected is incredibly important in times like these. We have been investing in technology and increasing network capacity to meet the growing demands of our always online culture, and this includes having in place proper contingency plans to ensure service continuity for you, our customers. We anticipate some delays in airfreight due to travel restrictions in Europe. However, we are evaluating inventory and making necessary purchases to mitigate possible disruptions. With this being the case, the impact that parts suppliers and vendors have on FSIP is constantly being reviewed as we continue to monitor the evolving situation.

## **What we ask of you**

We are taking every precaution to ensure the safety and health of our communities, but we need your help. We are also asking all visitors to postpone facility visits until further notice. As a reminder, you can always shop online 24/7 at [shop.fsip.biz](http://shop.fsip.biz). Will Call areas will remain open for now. However, we will be increasing our cleaning and sanitizing of these areas. If you are experiencing flu-like symptoms, please stay at home.

Please be assured that we will do everything possible to maintain the usual delivery performance, so that possible influences on our customers do not arise, and can be kept as minimal as possible. We are constantly monitoring any updates from local, state, and federal authorities, as well as multi-national health organizations, in the event the situation changes. If you have any questions or need further assistance, please contact your sales representative.

Sincerely,

Barry Bowman

President