



COVID-19 Business Operations Announcement

As we continue to closely monitor the COVID-19 outbreak, the health and well-being of our employees, customers and colleagues is of utmost importance to us. Our thoughts are with all those presently impacted by the coronavirus. We are doing our best to be socially responsible and ask for flexibility in finding ways to communicate. Please call 413-525-3977, email info@mcgillhose.com or fax 413-525-3175. You can also reach me directly at alexmcgill@mcgillhose.com

Our commitment to you:

TECHNICAL EXPERTISE: As always, our customer service team is only a click, call, or email away to provide the dependable technical support you know you can trust.

- We're processing orders and quotes as usual.
- We're available for technical support and troubleshooting.
- We can present innovative products and solutions remotely.

VIRTUAL FACILITY VISITS: Need help with troubleshooting? Or perhaps you were hoping to have one of our application specialists visit your location to discuss a project or troubleshoot an issue. By using video-conferencing technologies like FaceTime and other 3rd Party Video Conference Programs our application specialists and management teams can solve hose application issues and provide technical solutions.

ONLINE CHAT SUPPORT: We have 6 users at the ready to assist you in your product selection via our website. Simply visit our website and type your questions in the bottom right corner of the page. One of us will get on the line with you in a matter of minutes.

E-PURCHASING: As always, you can research product through our website, www.mcgillhose.com, as well as place orders for a variety of fittings and valves using this link (<https://shop.brasscatalog.com/mcgillhose>). If you haven't done so yet, we recommend creating an account so you can process orders online. For all other products, please reach out to us directly.

BRANCH OPERATIONS: At the present time, all three of our McGill Hose & Coupling locations (**...cont. on pg 2**)



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BRANCH OPERATIONS: (...cont. from pg 1) ...are fully operational and open for business. Also, we have seen no disruption whatsoever in our day-to-day operations or within our supply chain. In the event that the outbreak results in office closures, we have a business continuity plan in place that will enable us to provide you with uninterrupted service. Working remotely, our employees will continue to provide customer service and technical support throughout any potential office closures or quarantines that may be established in an effort to contain the outbreak.

IN-PERSON COUNTER SERVICE: Although our local counter service is still open and available for immediate needs, we ask you to utilize phone, email, or our online chat feature on McGillHose.com to communicate with us as much as possible for the foreseeable future. Our delivery, shipping, and manufacturing departments will continue to function as they normally would, but with added measures to avoid unnecessary risk of exposure.

Like all of you, we are watching this very closely. We will continue to provide ongoing updates as the situation evolves.

We wish everyone the best during this challenging time.

Sincerely,

Alex McGill

VP - Sales & Operations

