



TO OUR VALUED CUSTOMERS/SUPPLIERS:

During these unprecedented times, I wanted to provide you with an update on Hydra-Flex operations. As you may or may not know, depending upon where you are located, Governor Whitmer issued a “Stay at Home” order for the entire State of Michigan, effective March 23, 2020. The following day, a similar order was put in place by Governor Cooper of North Carolina. These orders mandate that only “Essential” activities are allowed to continue during the time that the orders remain in place. These orders, as similar orders issued in other States, affect thousands of businesses and has disrupted all elements of society and commerce. While the orders are very restrictive, it is the most prudent course of action given the threat posed by COVID-19.

During this time however, both Hydra-Flex facilities located in Livonia, Michigan and Charlotte, North Carolina will remain open. Hydra-Flex has been deemed “Essential” given that we are a supplier of products to “Critical Infrastructure” manufacturers and industries.

As we continue to support our customers, we are working just as hard to ensure that our employees are safe. We have put in place the following safety measures:

1. A majority of our Office and Administrative staff members are working remotely.
2. For those employees that cannot perform their duties at home, we are maintaining safe distances, sanitizing work surfaces multiple times per day, and wearing appropriate PPE
3. We have restricted access to our facilities to only employees. All delivery services and Will Call customers must call when they arrive and leave products and packages outside.
4. We have stressed to our employees that if they are not feeling well, they are not to come to work.

I want to assure you that our Customer Service Team is available to support your requirements just as we have always done in the past.

Thank You for your support and we will get through this together.

Best Regards,

Charley Blank
President

Livonia Operations
32975 Industrial Road
Livonia, Michigan 48150
(800) 234-0832 • Fax (734) 522-9579
www.hydra-flex.com

Charlotte Operations
10800 South Commerce Blvd
Charlotte, NC 28273
(704) 940-0295
www.hydra-flex.com