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Dear Valued Customers:

During these challenging and unprecedented times, I want to personally express my appreciation for and gratitude towards our customers, our employees, our supplier partners, and our community. We hope you are all safe, in continued good health, and that you are positioned well to face the challenges facing us all as our communities mobilize to prevent the spread and lessen the impact of the COVID-19 (Coronavirus) pandemic. I'd like to briefly share with you the steps Conney is taking to provide our customers with the products they need, while keeping our employees safe, and following the recommended guidelines from the CDC and the government.

### **Supply Chain**

Our ongoing goal is to support our customers to the best of our ability, while simultaneously protecting the safety and health of our employees and our community. We have a great responsibility to provide the PPE and other items that our customers rely on for protection from this virus. In addition, we also continue to sell the products that workers need to keep them safe in the jobs they perform. Many of those customers are on the front line treating and protecting people from Covid-19.

The safety industry is experiencing a shortage of personal protective equipment (PPE) and other products. Increased demand for coronavirus-related items along with supply chain disruptions for items manufactured in China has severely limited product supply. Our goal is to fulfill all of our customer orders, but due to the current challenges, we will prioritize customers with an existing purchase history of that item before fulfilling orders for new customers.

Due to the essential nature of the products and services we provide, we intend to keep our business open. Sales and customer service staff will be available to take your orders, answer your questions, and provide you with information. Orders may take slightly longer to ship from our warehouse. We ask for your patience and understanding. Please know that we are working as hard as we can to get you the products and services you need.

Coronavirus-related PPE may appear to be out of stock on [conney.com](http://conney.com). You can get information and place orders on available stock, alternative items, by calling our Customer Service department at 800.356.9100 or emailing [saleservice@conney.com](mailto:saleservice@conney.com). We will also attempt to make as much information as possible available on our web site in terms of supplier updates related to availability and lead times. Finally, for our local customers, we will be open to pick up product during normal business hours but due to an abundance of caution for our customers and employees, we will not have our showroom area open to the public.

The coronavirus situation changes by the day. We are closely monitoring the outbreak via the CDC and World Health Organization. We are committed to meeting the PPE demand for our established customers as quickly as possible, and will inform you of supply updates as soon as we know more.

## Employee Safety

Our employees, and their safety and that of their families, are of the utmost importance to us. To protect them, we, and our parent company, WESCO Distribution, Inc., have put the following precautions in place:

- As many Conney associates as possible have been asked to work remotely. Although our team members may not be on-site, they will continue to be accessible and ready to support you.
- We have cancelled, and will be rescheduling, events involving our customers and suppliers.
- We have eliminated work-related travel and encouraged employees to consider delaying any personal travel.
- We have closed our building and retail outlet to the public. We will be open for our local customers to pick up product during normal business hours, but there will be a designated safe area for customers to pick up their purchases in our warehouse.
- We have instituted enhanced cleaning and disinfection protocols for our entire building.
- We are considering implementation of a multi-shift strategy in our warehouse to foster social distancing while continuing to support the needs of our customers.
- Our site has an emergency action plan as well as COVID-19 specific procedures should there be an exposure. We are actively training our teams on the importance of strategies to prevent the spread of COVID-19.

Again, thank you for your patience and understanding as we continue to work through the current situation. Conney is first and foremost, a company with deep roots in Wisconsin and the Madison area, and one that has always had as its mission to protect workers and the work they do. As such, we are taking very seriously our role in providing essential safety products to our customers, which we know they need now more than ever. I'm optimistic that as a community, we'll get through this together, and come out on the other side stronger than ever before.

In Safety,



Clark Wilson, Director & General Manager  
Conney Safety Products  
A Division of WESCO Distribution, Inc.



Roger James, Vice President & General Manager  
Hazmasters, Inc.  
A Division of WESCO Distribution, Inc.

For further updates please visit: <https://www.conney.com/pages/NOVEL-CORONAVIRUS>