

March 23, 2020

To Our Valued Customers:

You're the reason we do what we do. Like you, we are closely monitoring developments in the COVID-19 pandemic and support the efforts of our government agencies, health authorities and all communities to address this difficult challenge. **We want You to Know We are Open for Business, Have the Products You Need and are Here to Serve You.**

Rexel USA is an "Essential Business" that is part of and supports many U.S. critical infrastructure sectors. Rexel USA employees are deemed to be critical infrastructure workers by the United States Department of Homeland Security (Cyber & Infrastructure Security Agency). We are authorized by governments to continue to operate notwithstanding the many shelter in place and other restrictive orders that have been issued. Given the criticality of the products and services we provide and our role as critical infrastructure workers, we intend to keep our locations open and available to serve you. We have an established business continuity plan designed to support your business and leverage our nationwide integrated distribution network so that your business may continue when faced with economic and social impediments created by the COVID-19 pandemic.

Here are some key steps we are taking at this time.

1. **Health and Safety:** [Rexel/Gexpro/Platt] considers the health and safety of our customers, vendor representatives, and employees a top priority. While many of our employees are now working remotely, key personnel continue to work at our branches and distribution centers. Sick employees and visitors are instructed not to visit and are barred from entering our facilities. We have strengthened our cleaning routines and are requiring all employees who are working to comply with "social distancing" requirements established by the CDC and other health authorities.
2. **Working with Rexel/Gexpro/Platt; Your Visits to Our Facilities:** We are open for business; but we are restricting or limiting access inside our facilities. Please call or email before you visit our locations so you understand the applicable guidelines and we can promptly meet your needs.
3. **Counter Service Model: Our counters are open for business with a revised service model to provide safe pick up of your products.** Instead of entering the counter to place your order, please call or email your local branch to place your order in advance. When you arrive at the branch to pick up your order, call us and we'll deliver your product curbside or at a designated location at our facility. We'll ensure safety practices are followed. If you are unsure of a part number, send us a picture or video of the item, call your sales rep using Facetime, Skype, etc. to show us what it is, and we'll help identify what you need. You can also search our website by manufacturer, product category, slang terms, description and more. Remember, we have a wide range of the products you need.
4. **Your Orders:** We are working closely with our manufacturer partners to ensure there is minimal disruption to the supply chain and that you receive your material and/or services as ordered. We have asked them to provide us periodic updates so that we can keep you up to date on developments with accurate information, especially any that might adversely impact your orders and delivery dates.
5. **Your Digital Partner:** [Rexel/Gexpro/Platt] have robust web sites that allow you to request quotes, download cut sheets, place orders and conduct all of your business safely over the internet. Download our APP and update your account information for additional ease of use and so we can keep you up-to-date with important information on how we can navigate the challenges of these unique times together.

We are committed to providing you with the support you may need during these challenging times Thank you for your trust and patience. We will continue to closely monitor the situation and react quickly. As always, if you have any questions, or need support, please call your local branch representative or [888-RexelPro (888-739-3577) / 888-4Gexpro (888-443-9776)].

Sincerely,



Dan Moore
Vice President, Commercial Operations
Rexel USA