



March 18, 2020

COVID-19 Preparedness Statement – A Note from President, Bill Fisher

To our valued Pacific customers and suppliers,

With the pandemic threat of COVID-19, that means we will serve our employees, customers, and communities with care and confidence. More than ever we are committed to:

- Taking care of our employees and their families
- Being here for our customers in their time of need; and
- Managing our business – because failure to remain a healthy organization will adversely impact our ability to care for our employees and customers

I want to assure you that we are prepared for this event and will continue to provide the high-quality, innovative, American-made equipment you have come to rely on.

Pacific's purpose is to provide quality, innovative floor care equipment to our valued customers. Our Purpose Built philosophy has us committed to giving building service contractors, facility managers, and cleaning professionals the best, most efficient products in the industry.

The fact that the majority of our products are American Made allows us to be in a position to service your needs with the anticipated shortage of components and equipment from China and Europe. We are building our inventories at a record pace to be ready to service your needs during these upcoming pivotal months. Our auto-scrubbers and vacuums are equipped with true HEPA filtration to help provide a cleaner and healthier indoor environment.

In order to maintain business continuity and stay in close contact with our customers, the Pacific team has expanded our technological infrastructure, conference call and video conferencing assets. This includes real-time virtual access to our supply chain and our manufacturing operations, virtual training sessions on our equipment line, and webinars.

In response to federal and state healthcare authorities regarding social distancing as a method to reduce spread of disease, we have instituted policies to comply with this guideline. We have asked our people to work from home, if possible, and have halted international and domestic travel. We are also in contact with healthcare authorities and are following their guidance in all matters related to the outbreak. Recognizing this is a quickly changing situation, we are constantly monitoring and assessing our policies.

As we unite and work through these turbulent times, I am confident we will emerge stronger and better together.

Please stay safe and healthy.