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*"A Family Owned Business - With a Lot of Pride When It Comes to Service."*

March 24, 2020

To Our Valued Partners,

As we all face the daily uncertainties due to the COVID-19 pandemic, I wanted to briefly share that we are open, fully operational, and ready to assist our loyal business partners with their service, supply and product requests. We have successfully transitioned the majority of our employees to working remotely from home.

Our customer base includes many partners who are designated as essential businesses. We are ready to respond to service calls and supply/product orders, as you would expect. We continue to be committed to supporting your needs in the coming weeks and months, just as we have in the past.

The health and safety of our employees and customers remain our number one priority. To that end, we have been, and continue to follow all CDC and local government guidelines. Additionally, should your organization have specific protocols in place, please communicate those to us at the time you place your service request. We will, in turn, communicate those protocols to our personnel so they are compliant while onsite at your facility.

Please know that we are here for you and ready to respond. If you have specific questions or concerns, please feel free to reach out to me at 860-528-9881, or 800-842-1916.

We will keep you informed of any major updates as we navigate this ever changing and challenging landscape.

All always, thank you for being a loyal RYAN partner. We look forward to seeing you again when things settle down.

Stay well,

Kathleen T. Ryan  
President  
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