



April 13, 2020

Re: APS COVID-19 Response

To our Customers & Partners:

We hope that you are all in good health and are navigating this critical situation as successfully as possible. We want to keep you informed on the updates with the COVID-19 virus and its impact on our business.

Air Product Sales will remain operational during the COVID-19 crisis and will be available to support you in every way possible. Here's a summary of our plan as we navigate through the uncertainty:

- **SALES & SUPPORT:** Our sales team is fully operational while working remote and we are equipped to continue supporting our customers.
 - Remote access: Although our sales team is not physically available in our office, we are set up with remote access and are able to continue to fully support you.
 - Take-offs, estimating, pricing and proposals: Our estimating team has been set up with remote access and will be able to continue to provide quotes. Please continue to send in your requests to our bid desk at biddesk@airprodsales.com and we will continue to quote your projects in a timely manner.
 - All job files are on our private cloud. We went paperless years ago and our entire team can access all files remotely.
 - We continue to update our systems with vendor notifications on ship dates and lead times and our employees have complete access to this information. We have received confirmation from our manufacturing and shipping partners that their production and shipments will continue as usual. Please make sure to notify our team if any changes are necessary on your orders. Failed delivery attempts due to jobsite closures will be subject to a redelivery fee that will be added to your invoices.

- **ACCOUNTING:** Our accounting team is fully operational and will continue to process your requests and orders without delay.
 - All requests for documentation will be provided digitally unless specifically requested otherwise.
 - Lien waiver requests will continue to be processed as requested. Because our team is working remote, the original signed documents will only be mailed out if specifically requested.



- We will continue to invoice your orders as they are shipped. We would appreciate timely payment on invoices as we continue to provide our services and keep the supply chain flowing through this difficult time.
- **WAREHOUSE:** Our warehouse continues to operate and is open for business.
 - Our warehouse hours have temporarily changed. We will be closing at 4pm. Our warehouse hours will be from 6am to 4pm Monday through Friday.
 - Warehouse employees are taking every precaution to keep the environment clean and sanitized, regularly wiping down high-traffic areas.
 - We are stocking at a high level to make sure we can provide the products you need for your projects. We are placing replenishment orders as usual and will continue to do so.
 - We are limiting the maximum number of customers allowed in our facility at the same time to 6. We have marked designated areas to make sure that we can continue to service our customers while maintaining physical distancing.
 - We are requiring a face covering for entry into our warehouse per the Safer at Home Order.
 - For credit card payments, we are taking contactless payment to avoid unnecessary contact.
 - Our restrooms are temporarily closed to the public.
 - We ask that you help limit the spread of germs and prevent infection by following the steps below:
 - Practice physical distancing by keeping a distance of about six feet from others
 - Wash your hands regularly
 - Avoid touching your eyes, nose or mouth
 - Stay home if you are sick
 - Cover your nose and mouth with a tissue when coughing or sneezing
 - Wear a face covering while outside

Please let us know if Air Product Sales can help you or your company with anything as we all sort through the impact COVID-19 is having on us all. Please feel free to contact me or another member from our team with any questions.

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