



March 24, 2020

Dear Customer,

At WPI, our employees and customers remain our top priorities as measures are taken to contain and treat COVID-19. While being cognizant of the needs of our communities, WPI is an essential service provider for many customers related to CISA guidelines and therefore our locations will remain in operation and available to support your needs by supplying parts, service and equipment. We are working in conjunction with AED and closely monitoring the outbreak to determine the best course of action while taking precautionary measures to avoid any risks.

At our facilities we have implemented the following to ensure our customers can safely visit our locations

- Social distancing standards and hand and facility sanitizing
- We are encouraging that digital channels are utilized as much as possible.
- If you are required to come to the branches for parts, arrangements will be made to meet you at your vehicle when picking up parts at our locations.
- Customers have the ability to electronically request parts and service by visiting our website at [www.wpi.com](http://www.wpi.com) as well as by contacting your local branch by phone or email.
- Field service technicians and our heavy haul services have been instructed to follow COVID-19 related safety practices for their safety and yours.
- We are also asking our teams to work with customers and each other through digital channels as much as possible.

We have amazing employees at WPI that are here for you and this unprecedented event reminds us that we're all connected like never before. On behalf of the entire WPI family, we are committed to being your partner and persevering together in the days and years ahead.

Sincerely,

A handwritten signature in blue ink that reads 'Louis M. Pearce III'.

Louis M. Pearce III

President