

April 20, 2020

To our business partners,

As part of our ongoing commitment to our business partners, R3 Safety continues to REMAIN OPEN and maintain regular business hours at all facilities during this national crisis, as an 'Essential Business' providing PPE to the national supply chain.

The health and safety of our associates continues to be our top priority. Appropriately, we have taken measures to transition associates to work from home whenever possible. For associates in our branches, we have expanded cleaning activities and implemented additional sanitizing stations throughout the facilities.

As you are aware, many manufacturers are being directed to steer production of high demand products to healthcare and other front-line workers. This diversion has created limited availability on key categories such as respiratory and disposable clothing requiring us to allocate product inventory based on purchase history with R3 Safety.

In addition, the shift in product distribution has significantly impacted our available inventory and created extended lead times (up to 120 days) on other product categories such as eyewear, disposable gloves, and head/face protection. Subsequently, all orders for product categories impacted by COVID-19 are non-cancellable and not returnable.

Despite the challenges we are facing, R3 Safety is here to help our distributor and vendor partners keep the nation safe! The COVID-19 pandemic has created unprecedented demand for PPE products and has increased the volume of inquiries for our associates that has resulted in delayed response times. We ask for your patience as we process orders, emails and phone calls during this time. For faster service, we encourage using our B2B portal tool, **R3 on Demand** for order tracking, pricing and PO status

Thank you for your commitment and continue to stay safe and healthy!

Sincerely,



Michael Miller
General Manager