



CORPORATE OFFICE  
6650 CONCORD PARK DRIVE / HOUSTON, TEXAS 77040

PHONE 713-934-1600 / FAX 713-934-1799



www.hiscoinc.com

March 2020

## COVID-19 Virus Impact Statement

Dear Valued Customer,

Hisco is here to serve your needs with minimal disruption. Many of our customers serve critical/essential infrastructure needs in North America. We are committed to continued operations throughout our 30+ location network, whether you transact with Hisco by phone, email, EDI, our websites or integrated supply (VMI) programs.

Priority on existing supply availability is given to returning customers, specifically those with long-standing order history. Since our status was communicated in February, we asked twice as many suppliers to assess impacts to supply availability from the COVID-19 situation. Like other distributors, our supply base is reporting increased lead times and continuing to use allocation protocols to protect existing North American customers and distributors with previous order history.

The products placed on allocation by our suppliers or have increasing backorders has changed some, but still consists primarily of the following:

- Respirators & facemasks
- Nitrile and latex disposable gloves
- IPA (isopropyl alcohol) in any % concentration\*
- Pre-saturated IPA wipe tubs, refills & packs\*

*\* suppliers are increasing prices of bulk IPA as well as many IPA-containing items*

We are assessing “best/alternate” suppliers and SKUs for these items from the suppliers in our portfolio. Many of the best/alternate SKU have availability as of this letter, but re-supply will be constrained by the backorders and allocation issues once consumed. In cases where we’ve not already offered an alternate, our Sales, Customer Service, Procurement and/or Product Line Management teams are working to identify them.

Hisco is monitoring the situation and has a COVID-19 Task Force in place. A primary charter is to ensure supply continuity. To date, Hisco has not seen disruptions that materially impact our ability to serve our N. American customers with mission-critical, “specified” or “B.O.M.” items such as adhesives, sealants, paints, primers, coatings, solders, fluxes and chemicals. Our Operations and Supply Chain teams are reviewing continuity plans and recent experience with severe weather events, for example, in case inventory needs to be repositioned to avoid restricted-access regions.

We appreciate the opportunity to serve your operation with *Fast, Friendly Service* as we navigate this unprecedented challenge together.

Sincerely,

Mark Edwards  
Director of Supplier Relations  
6650 Concord Park Drive, Houston, Texas 77040 USA