



KITO CANADA INC
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March 18, 2020

Dear Valued Customer,

We are all certainly faced with challenging times as the COVID-19 virus continues to change our lives daily. KITO Americas is doing its best to keep ahead of the rapid updates from the CDC and Local/National Government agencies and has implemented the following steps and contingency plans to address this Pandemic:

- All our workplaces and manufacturing facilities have implemented the recommended CDC guidelines and practices for safe and sanitary working conditions.
- We have implemented social distancing policies by eliminating all non-essential air-travel by our sales team, regrettably, limiting the face-to-face meetings with customers and instituting a strict visitor policy at all our facilities.
- We are focused on continuing all our Manufacturing Operations at all locations and our primary objective is to keep our employees healthy and safe from exposure while continuing to build stock and sustain operations.
- We have exported a large part of our office personnel to work virtually. They are fully connected and ready to support you with the same world class service.
- We have contingency plans if any employee should test positive for the virus. We have resources in place to redirect facilities that would be affected to minimize the impact to our own employees and our valued customers.
- We have asked our entire sales team to keep in close contact with you via email, video conferencing, and offer any online or virtual support you need for training or to support your sales efforts.
- Currently our critical manufacturing and distribution operations are fully operational, our supply chains are in great shape and our stock position very strong. We are in an excellent position to support your needs and provide you the high-quality service you demand from KITO Americas.

We are confident that we are doing everything we can to protect the health and well-being of our employee's and valued customers. To that statement, we are fully focused on building additional safety stock levels and investing our energy into servicing your needs in the upcoming months. We are all in this together and we are doing everything we can to return stronger than before. Together we beat COVID-19.

Stay strong, stay healthy,

Carlo A. Lonardi
President & CEO
KITO Americas, Inc.

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