

COVID-19 Update #2

March 25, 2020

Dear Valued Customer,

We are writing you today to provide you with an update on our operations following the Government's announcement of the closure of all non-essential businesses in Ontario. Turck Canada Inc. will remain open for business as we have been deemed an 'essential services company'. So far Ontario, Quebec and PEI have announced the closure of all businesses that don't meet certain criteria. We expect other provinces and territories will soon make similar announcements in an effort to slow the COVID-19 virus.

As previously communicated in excess of 85% of our people are teleworking. That should be seamless to you whether you are calling our customer service department, technical resources, finance, purchasing, quotations or management. Phone numbers, extensions and email addresses have not changed. Our people are available and on-line to answer price, delivery, logistics and technical support questions that may arise. All of our field sales engineering people are available to support and assist you as well by email or mobile phone.

Our shipping and receiving departments are fully operational. Transport companies and couriers have all been deemed essential services so we expect shipments to arrive and go out on a normal basis. We have people residing off site that have been cross trained for shipping and receiving functions as a back-up. We have implemented in a sustainable way social distancing to minimize risks and keep our people safe to ensure ongoing operations. We know how vital it is that you receive reliable support all along the process here at Turck Canada Inc.

Turck's manufacturing and distribution centers around the world are fully operational and deemed in their jurisdictions as 'essential service companies'. Of particular note Turck China has come back on-stream and are close to 100% of pre pandemic volumes. Turck China produce finished goods primarily for the Asian market but they also supply Turck USA, Germany, Switzerland and Poland with component parts used in many products and assemblies.

We need your help in communicating any closures that may arise and affect shipments/freight leaving Turck Canada Inc. destined for your facilities. Please notify us immediately if for any reason you are unable to receive shipments from us due to closures. We will continue to provide updates as the situation changes.

In the meantime – stay safe!

Sincerely,
Steve Boehmer
Vice President Sales and Marketing