



SMC Corporation of America
10100 SMC Boulevard
Noblesville, IN 46060

Dear Valued SMC Customer,

By now we all know and understand that the COVID-19 is dangerous and is changing the world as we know it. The health and well-being of our customers and employees is our utmost top priority, and with the ever-changing news about this COVID-19 virus, we wanted to share important information on how we are working to ensure that we are taking this situation extremely serious.

At all our facilities, we are using hand sanitizer all over the building; providing bleach wipes and have asked employees to wipe down all areas after meetings have concluded. We are publishing public information from the CDC on all building monitors; holding internal meetings to discuss facility, production, warehouse readiness and options; reviewing cross training information for readiness in case we need to shift production personnel to address potential attendance issues; procured as many bleach wipes and hand sanitizers as possible prior to the shortage; purchased handheld thermometers that take temperature from forehead from a distance; sanitizing all safety glasses and re-bagging for re-use; housekeeping contractor, security and internal building maintenance frequently wiping down high traffic areas (doors, bathrooms, etc.); put a freeze on international travel and limited any domestic travel unless absolutely necessary.

We understand that you still need service. Our sales people and distributors are available to you via phone and web for conference calls and video calls. If you would like an on-site visit from SMC, our staff is equipped to meet with you and will be equipped with sanitization and safety products for your protection and theirs.

SMC is following guidelines from the CDC and World Health Organization constantly to make sure that we are up to the minute with current data and reports.

SMC has the strongest supply chain in the world in our industry to take care of your needs should you have any break down, need a part or help with anything at all. We will continue to have 24/7 service should you need us during this time, and we can work with customers on waiving any 24/7 fee related to this virus. SMC is also willing to do on-line training for any of your people during this time if you have a need or any down time.

Above all, we hope everyone stays healthy during this time.

Thank you!

Kelley Stacy
President, COO
SMC Corporation of America