



Swagelok Oklahoma | West Texas

## A note to our valued customers from Swagelok Oklahoma | West Texas

March 18, 2020

Like you, our number one concern is the health and well-being of our team and our customers as the COVID-19 (coronavirus) situation continues to evolve. We remain committed to maintaining the flow of products and services and mitigating potential business disruption.

You can be assured of the following:

- **It is business as usual – we are here to assist you so contact us anytime**
  - All orders are on time and parts are still shipping.
  - Our Sales and Customer Service teams are still quoting and entering orders.
  - Although we do not anticipate supply chain disruptions, please review your current inventory levels and make the necessary arrangements to ensure business continuity as it relates to projected product demand.
  - We are working closely with Swagelok corporate in Solon, OH to stay up to date on evolving policies. Rest assured all Swagelok distributorships have robust business continuity plans.
- **Our associates and your associates are key priorities**
  - Internally, most associates are working remotely, we are increasing sanitizing efforts, encouraging social distancing, and training our team members on how to minimize contagion.
  - We are limiting our will call interactions and suspending our Vendor Managed Inventory (VMI) program until further notice.
- **We will be in touch with you and continue being a partner**
  - If there are ways we can support you differently during this time, we are happy to do so.
  - Specific questions can be directed to [info@tulsa.swagelok.com](mailto:info@tulsa.swagelok.com), your local sales representative, or by calling 918-258-8661.

Thank you and stay well,

Tim Barney  
President  
Swagelok Oklahoma | West Texas