



## Ref: COVID-19

As Columbus McKinnon continues to monitor the ever-changing climate of the COVID-19 pandemic, we want to assure you that the safety of our global distribution partners, suppliers, customers, and employees is our top priority. We are actively monitoring the evolving situation and assessing risks and are ready to implement necessary changes to ensure the highest level of safety possible.

### Impact to Supply Chain

Columbus McKinnon's plants are operational, and our supply chain has had minimal disruption. Continuity plans are in place to mitigate any future disruption and ensure the ability to deliver the same quality products and materials to complete your projects.

### Committed to Safety

Safety is paramount now more than ever. Columbus McKinnon will continue to put the safety of our customers, end-users, and employees at the center of all decisions moving forward. We are also committed to continuing to meet your needs and to that end, are implementing the following:

- All Columbus McKinnon non-essential meetings, events, and travel have been cancelled or postponed. We are working to provide continual support without face-to-face interaction and will check with you prior to any visit you request as critical to your facility and will follow all your visitor policies.
- Telephonic technical support for our products continues to be available as usual.
- We will work with you to determine on a case-by-case basis if in-person, onsite field service work is critical and warranted, and will follow all protocols you have in place.
- All CMCO in-house and onsite training classes have been cancelled until at least September 2020.
- Since many of our products enhance the safety of your customers' facilities, we will continue to communicate about new products that become available during this period.

In our facilities, we are implementing the following:

- All non-essential visits to our facilities have been put on hold. We will monitor information provided by applicable local governing bodies to determine when normal business visits may resume.
- Any CM employee who is sick or has travelled will be asked to stay home for at least two weeks.
- Expanded cleaning and sanitation practices have been implemented at all our facilities.
- We are discouraging close contact, hand shaking, in person meetings, etc.

We recognize this is a challenging time for all, especially for those whose lives and businesses have been directly affected by COVID-19. We will continue to monitor the evolving situation and communicate with you in a timely and transparent way in the coming weeks.

Best regards,

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