



March 24, 2020

Dear Mallory Omnia/US Communities Customer,

In response to the Covid-19 situation, we have created an internal 20 member Mallory Pandemic Response Team and this team is closely monitoring and responding to incoming requests and supplier inventory positions on in demand products.

Our Pandemic Response Team has found solutions for agencies by:

1. Implementing tight controls of sales to industrial customers to historical levels
2. Opportunistically buying from secondary and tertiary sources
3. Encouraging our customers to ration their use of these products and approve alternates where necessary
4. Scouring the supply base and communicating the urgency given the heaviness of the outbreak in the West
5. Demanding high level communication and responsiveness from our suppliers or product availability and shipment timing

Please let us know of your needs and our team will source what we can find; we have managed to meet a lot of needs by staying very close to the supplier base and pressing for agencies, but be prepared that some items have no current availability anywhere and now have long lead times. We are staying in constant communication with our suppliers as they ramp up for increased manufacturing and prior liability restrictions for expired products lifted (i.e. N95 respirator masks). We recommend placing your orders to 'get in line' and please indicate when it's specifically for a first responder and if the agency is completely out of that supply so we can communicate to our suppliers and advocate for prioritized allocation. These suppliers recognize Mallory as the largest safety distributor on the West Coast as we are a significant distributor for these manufacturers. We've been firm and persistent in our request for inventory and communication, so we do feel like we are in a great position to resource these orders, even though the lead times are stretching. Ordering now will ensure that you can eventually get product as several medical experts expect this virus and global shortage to last through the year.

Our supply chain and procurement team are among the best in the country. They know all the sources; they've done what they could to anticipate and buy ahead, and we've been proactive in trying to ramp up, but this is an unprecedented demand on the supply chain, and products that are also consumer products are being hoarded in a way that is impacting the supply for first responders.

I can tell you that there isn't another team that I'd want working on your behalf to secure product right now than our response team, and I know they've been very creative and resourceful to date and will continue to be, and I know that we are fighting for agencies' needs. You can expect us to communicate as soon as possible and to always propose solutions. The days are long right now, but if you have any questions, don't hesitate to reach out to the following managers for our Pandemic Response Team.

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