

March 23rd, 2020

Dear Customers and Business Partners;

We are all watching the development of the coronavirus pandemic with feelings of concern and uncertainty in how things will be progressing. We are all in uncharted territory, and it is important that we remain calm, be smart, lead effectively, and stand by each other in this difficult time.

At QualServ we always have two primary goals; the health and wellbeing of all employees and their families while maintaining business continuity for our customers and industry business partners. We are actively monitoring the COVID-19 situation and acting according to recommendations from the CDC, WHO, state and federal governments. We will continue to adjust best practices and take the necessary steps to keep our community safe. We would like to take this opportunity to advise you that we are doing everything in our power to continue to provide the excellent service you are accustomed to without disruption. Outlined below are some insights into the precautions and modifications we have made to ensure we can continue to support you through these challenging times.

Our Commitment to Our Employees

QualServ has taken the following steps to protect our employees:

- We are restricting all visitors into our facility at this time to minimize any additional risk or exposure to this virus except for essential deliveries or shipments.
- Essential deliveries and shipments follow CDC best practices for sanitation and social distancing upon arrival and departure.
- We have increased our sanitization practices with a focus on high traffic areas, workstations, railings, countertops, kitchen areas, restrooms, and doorknobs.
- We have educated our employees on hand washing, social distancing, preventative practices, and we will continue to share CDC best practices as they evolve.
- We have instructed all employees with any symptoms to remain home until they are symptom free and are cleared by a doctor. We will be in constant communication with any employee who does call in sick to monitor our exposure risk.
- We will be maximizing social spacing in the work environment and will be having appropriate employees work from home to reduce the potential for exposure.
- Your QualServ key contacts will reach out to you directly to advise if they are working from a home office along with any additional communication details such as cell phone and video conferencing information.
- We have developed protocols in the event a COVID-19 exposure occurs at our factory. Notifications will be sent accordingly in the event of any disruption to our business.

Our Commitment to Our Customers

- QualServ has invested in technology to allow most of our administrative and leadership teams to work remotely as necessary and continue to respond to our customer needs. This will allow us to put social spacing recommendations in place and to be able to maintain a high level of operations in the event of further outbreaks and restrictions.

- Your normal service contacts are prepared to provide support for your service needs during and after normal business hours to ensure your business needs are being met. ASA's across the nation may have restricted travel but we will advise of any service issues by territory as events develop.
- We have restricted travel for all QualServ employees at this time. There will be no international travel and domestic travel is currently restricted to crisis situations and that may be adjusted over the next few days or weeks to assure personal safety. We have increased the use of web conferencing for meetings effective immediately.
- We are making every effort to maintain factory operations to support customer needs while adhering to strict safety guidelines. We are operating as normal and our supply chain teams continue to very proactively manage all materials to assure the highest level of up-time possible. In the unfortunate event of a plant closure, we have a process of prioritizing our customers' needs and will communicate immediately.

I would like to say thank you to all for your trust and business, and for all those who are working hard to keep our employees and families safe and our businesses running. As we take these precautions and continue to adjust and implement preventative measures, I am confident that we will manage this situation together. Please reach out to your direct QualServ contact if you have questions or contact me directly at mpotter@middleby.com.

From our families to yours, stay safe and healthy!

Sincerely,



Michael D Potter
President