



September 01, 2020

Dear Valued Business Partner,

This is a very challenging time for people and businesses in not only the United States, but across the globe. As a result, we are all facing a truly unprecedented situation. I wanted to provide an update on our business and the continued focus we have on ensuring the health and well-being of our employees, their families, our business partners and our communities.

Since the onset of the global pandemic, and through its various stages, we have made a few changes to how we operate in order to keep our employees and communities safe. These actions have proven effective and we will continue to operate under these guidelines. We continue to restrict non-essential travel (we are calling on customers where visitors are permitted), limit uninvited outside visitors to our facilities, follow CDC guidelines and protocols and adhere to state and local mandates. However, if you wish to schedule a visit to our facilities, just call ahead.

I do want to re-assure you that our Branches and Plants remain fully operational. We are here to provide the products and services you need. We have not experienced any delays and continue to stay close to our vendors to ensure continued, uninterrupted supply.

The perseverance and toughness of the TSM team and of our customers in these trying times has been very gratifying and inspirational. Keep it up!

Sincerely,

A handwritten signature in black ink, appearing to read 'Joe Apuzzo', written in a cursive style.

Joe Apuzzo

President & CEO