

To our trusted customers, business partners, colleagues and friends in the imprinted sportswear industry:

The COVID-19 pandemic has brought many sudden changes to our normal way of life and our normal ways of conducting business. We are all navigating through uncharted waters as best as we can right now.

We wanted to reach out and let you know we are remaining positive and working on ways to get through this together.

At all GroupeSTAHL companies around the world, we have put policies in place to protect our customers and team members and keep our working environment safe. We are working as hard as we can to ensure that your orders will be processed in the speeds at which you are accustomed to receiving them.

CHANGES IN BUSINESS HOURS: As of March 21st, our locations, with the exception of Stahls' Hotronix and Stahls' DFC in Pennsylvania, continue to remain open. We have also reduced customer service business hours as follows:

- Stahls' Customer Service: 8AM-7PM EST (online 24/7)
- Transfer Express Customer Service: 8AM-7PM EST (online 24/7)
- Hotronix support available only via email: techsupport@hotronix.com

In addition, all customer pick-up locations will be closed until April 6th, 2020 or further notice.

SOCIAL DISTANCING: Effective immediately, we have suspended all non-essential corporate travel and have instructed our outside and commercial sales team to discontinue and reschedule in person meetings. We are in the process of converting people to work remote, prioritizing members of our team with greater vulnerability to illness.

SANITATION PROCEDURES IN PLACE: From the very beginning of our awareness of COVID-19, we have practiced enhanced sanitation procedures with hand sanitizer stations and hospital grade disinfectants being used by janitorial staff.

STILL SHIPPING: As long as shipping companies remain open and operational, we are shipping your orders. All necessary sanitary and health precautions are being taken. We will remain open to serve you and support the continued success of your businesses.

STAY IN TOUCH WITH US ONLINE

We will also continue to stay in touch and share news via online forums such as Facebook and Instagram.

LOOKING TO THE FUTURE

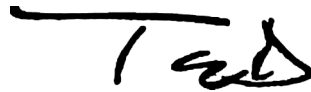
Please know we are planning to keep production, manufacturing and custom services open for the foreseeable future. If there are any additional changes on our end that may impact your business, we will let you know as soon as possible.

We are extremely thankful for the privilege of serving you.

With kind regards,



Carleen Gray
CEO
GroupeSTAHL
North America



Ted Stahl
Executive Chairman
GroupeSTAHL
