



**PO Box 438 / 55 Matchette Rd
Clinton, PA 15026**

March 16, 2020

To our valued customers and employees,

The recent outbreak of Coronavirus is taking everyone into uncharted waters. The management of AGX is closely monitoring the CDC, Federal and State guidelines as well as any mandatory protocols that are being announced.

AGX puts the safety and welfare of our employees, their families and our customers first. We have promoted procedures to help prevent the spread of the disease. Washing hands, utilizing sanitizers, avoiding close contact to others and staying home if you or anyone in your household may be showing any of the symptoms.

While we are uncertain, the severity of the outbreak, we understand we may have issues. We ask for your understanding, items such as hard copy POD and final charges may be delayed. We will do our best to keep our service at the highest level, however this will be contingent on the employee pool available. We will try to make your Air and Ocean recoveries in a timely fashion. However, we may be limited by the number of employees and accessibility of the warehouses. We won't be responsible for additional storage if a facility is unable to load us. There may be detention charges, if we are delayed by the inability of the airline, GHA or warehouse to load in a timely fashion. AGX will as always do its best to limit any such issues and communicate the issue.

AGX will continue to operate through the Pandemic, barring any mandatory governmental closing. We will also be evaluating our staffing needs during this time to insure the sustainability of AGX. We understand we have a big part in supply and demand of companies that rely on our services. As stated, we will do our best to keep products flowing to their destinations.

As always, we appreciate your dedication to AGX. We look forward to coming out on the other side of this stronger and even more efficient.

**Sincerely,
AGX Management.**