



CERTIFIED QUALITY SYSTEM - ISO 9001:2015

Dear Valued Customer,

BachKnives remains fully operational during the COVID-19 pandemic, pursuant to the "COVID-19 ESSENTIAL SERVICES ORDER OF MASSACHUSETTS GOVERNOR BAKER ASSURING CONTINUED OPERATION OF ESSENTIAL SERVICES IN THE COMMONWEALTH, CLOSING CERTAIN WORKPLACES AND PROHIBITING GATHERINGS OF MORE THAN 10 PEOPLE". We are closely monitoring the situation as it evolves and are being guided by recommendations of the CDC, local municipalities, state and the federal governments.

We will remain fully operational and have issued travel authorization letters to all employees that need to work at our physical location or make deliveries.

We have expanded our precautionary measures to ensure employee safety and continuity of operations for the duration of this crisis. Our team remains at the ready to adapt to the changing circumstances and continue to serve the needs of our business community so they can serve our communities.

Our main priority during this time is the health and safety of our employees, customers, and suppliers. As such, we are implementing additional protocols in accordance with our preparedness plan that include:

- Restricting all work-related travel and events
- Internal and external meetings are taking place remotely.
- Relocation of office personnel to work from home wherever possible.
- Our warehouse remains fully staffed and operational. We have implemented additional protocols in furtherance of the safety of our teams during pickup and delivery of goods.

We remain poised to implement additional precautions and protocols as new information and guidelines become available.

If you have any questions please do not hesitate to get in touch.

Sincerely,

Bob Whiton

President