

A Message from UPG on COVID-19

With the recent shelter-in-place order issued for non-essential businesses in Dallas County from March 23rd – April 3rd, I want to let you know that UPG falls within the definition of an essential business, and as such, the UPG team is committed to putting in its best efforts to ensure that your power needs will continue to be met.

At this incredibly trying time, we hope you and your family are staying healthy and safe. Our thoughts and prayers go out to all of you, the amazing healthcare workers and to those directly affected by COVID-19.

Like many of you, our teams at UPG have been working in unprecedented circumstances to both help protect the safety of our employees and provide our customers with critical batteries. We have implemented new safeguards, policies and practices according to the CDC and WHO guidelines, to achieve our goals of team member safety and customer support:

- We have instituted a temporary, remote working mandate for positions that allow for remote work and for those who are at-risk, providing for adequate social distancing in the workplace.
- We have upgraded cleaning, sanitation and protective tools for our facilities and employees to help reduce the risk of disease transmission.
- We have restricted all work-related events and travel.
- We have implemented personal hygiene and social distancing guidelines in the workplace.

These efforts are also being implemented to ensure continuity in our service levels to you within regulatory guidelines. We are working hard to ensure that these back-end changes do not cause any disruptions to the quality of service you have come to expect from UPG.

As per our earlier communication, we are not seeing any significant delays in shipments, and our team will keep you abreast of any foreseeable changes. In order for us to stay a step ahead to meet your needs, please keep us updated on your inventory requirements and individual circumstances.

In this challenging business environment, we want to take a moment to share our gratitude for your continued partnership. It is our intention to use our very best efforts to support the UPG family and our business partners. Together, we can get through this.

We will continue to closely follow the CDC and WHO updates regarding COVID-19 and make any additional adjustments as necessary. Please do not hesitate to reach out to any of us, should you have any questions. Thank you again for your kind understanding and support. We appreciate you.

Stay safe.

Ian Edmonds
President & CEO