March 16, 2020

Dear Valued Customer,

Carus is committed to maintaining a high level of readiness to serve our customers under a variety of scenarios including those related to the coronavirus (COVID-19). As such we would like to inform you about the steps that we have implemented to sustain continuation of manufacturing and delivering product during the COVID-19 pandemic.

As you know, Carus operates and maintains multiple manufacturing facilities all located in the US, we own and control our fleet of trucks and have established a network of distributors across the world that inventory many of our products.

As of last week, we have implemented a 5-tiered surveillance and response plan for all our employees and facilities, modeled after the American Petroleum Institute (API) pandemic plan and that integrates key federal Occupational Safety and Health Administration (OSHA) and Centers for Disease Control and Prevention (CDC) provisions. This plan includes, among other steps, increased cleaning and sanitizing of all Carus facilities, “critical employees” coverage and supply chain back up scenarios. We have already increased our inventory levels both for raw materials and finished products as well as packaging.

In order to protect our employees, we have also updated our Telecommuting policy to allow Carus employees to work from home when necessary, increased sanitizer products available to employees in all locations, and implemented a new detailed Social Distancing policy. These enhanced policies and practices specifically address cleanliness and disinfection in all our locations, as well as personal and business contingency plans. We have also canceled attendance to events and non-essential meetings and are closely monitoring the health and wellbeing of our employees.

Carus has taken all the necessary steps to protect their employees and to supply the products you need. We will keep you informed should any unforeseen circumstances affect our operations.

We value our continued partnership and thank you for your business.

Wishing you, your employees and families sustained good health,

Best regards,

Marie Marcenac
VP Sales and Marketing