DATE: 04/07/20

TO: Customers and Suppliers

RE: Continued Limited Operations

As the employees of Giant help to mitigate the spread of the COVID-19, we will continue to offer limited hours of operation as well as restrict the number of people that will work from our facility. Giant follows the guidelines from the Ohio Amended Directors Stay at Home Order, which was published on the 2nd of April 2020. This Order prolongs the “Stay at Home” request for non-essential work or activity through May 1, 2020.

Due to the ongoing pandemic, Giant continues to adjust our operations to provide a safe work environment for all our employees. During this process, we have advised all our people on safe sanitary practices, such as using soap and water, cleaning with various sanitizers as well as proper social spacing. If someone feels sick and/or shows typical symptoms that are associated with the virus, we have asked them to stay home and follow the guidelines from the CDC, World Health Organization and other health care providers. We have also eliminated all unnecessary visits to Giant for suppliers or other guests and have asked our associates that work from home to carry out these same procedures at home. Until (and when) this pandemic passes, we do not plan to conduct personal visits with customers or suppliers.

Because we have received many requests from our customers in the Water and Wastewater, Sanitation, Agricultural and Energy industries to remain open, we consider it necessary to remain open, albeit on a limited basis. Our office, engineering and sales associates continue to work from home, so we can answer any questions about supplies coming to our facility or orders that are needed for our customers.

Some of our production lead times are longer; however, we will continue to make every effort to fill orders during our modified work hours. With a limited number of people in the office, all phone calls are going to a company voicemail box and will be reviewed on a regular basis each day.

We hope that each of you and your families will remain safe and look forward to serving you. We have faith that our country and world will pull through this crisis and we will be wiser and better prepared for the years ahead.