



Hayward Gordon Group

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To Our Valued Partners:

With the COVID-19 virus now having been declared a global pandemic, we at the Hayward Gordon Group of Companies (Hayward Gordon ULC, Sharpe Mixers, Inc. and Scott Turbon Mixer, Inc.) would like to assure our valued customers, suppliers and employees, that we are carefully monitoring the situation ensuring all reasonable precautions for safety are being taken and that we are “OPEN FOR BUSINESS”. All of us here understand the enormous challenges that this outbreak represents to you and your family, your business, and your community. The suspension of many aspects of everyday existence is intensely trying for us all which extends far beyond the normal business volatility. Our family lives, work, social activities, communications, and movement are now subject to unfamiliar and mounting disruption.

We want you to know that despite the considerable uncertainty and disruption, the world will surely return to normal. In the meantime, we are doing everything in our power to assist customers and support our suppliers and employees. As part of our plan, we will provide you with timely updates as to our preparedness and ability to provide sales and technical support.

Your health – and that of our employees and communities worldwide – are of paramount concern to us. With this in mind, we have decided to postpone all events, tradeshow and are suspending all travel requiring public transportation (including bus, train, and plane) until it is safe to proceed once more.

We have already instituted improved hygiene protocols and social distancing is being practiced at all locations. Sales & service personnel will continue to work with our local representative partners and customers within reasonable driving distances. We will leverage 3rd party service providers and our authorized local representative partners where practical. While we know that there is nothing quite like a face-to-face meeting, we are willing and able to deliver technical presentations and sales support in a virtual format wherever possible.





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Employees will be able to work from home when appropriate and our manufacturing plants will continue to operate at this time, as we monitor the situation. Our robust supply chain has identified and qualified multiple material sources to ensure all products are available and any disruptions are limited. As per normal business practice, if you need to attend at one of our locations, please provide advance notice to your Hayward Gordon contact. They will advise you of our current meeting protocols. In the event that you suspect that you have been exposed, you will understand that an in-person meeting will not be possible.

The period ahead will continue to test us all in many ways. However, we are very well prepared to meet the inevitable challenges and we are committed to help you do the same. We very much look forward to getting back on the road again and visiting you in your part of the world very soon.

Stay safe,
Jon Weiner
CEO, Hayward Gordon