



May 11, 2020

To our Customers, Vendors, and Partners

From our TriMark family to yours, we hope you all are doing well! I'm following up on my letter to you all on March 5, 2020.

We are pleased to touch base once more and provide an update on our business and plans as we move forward through these uncertain times. 2020 marks over 73 years in business at TriMark and as the entire country manages through the pandemic, we are focused on coming through this stronger. Over the long history of our company we have endured many recessions, global events, and crises. Through hard work, persistence, and prudence we have continued to steady our course through the rapidly evolving situation surrounding COVID-19. Our business is stronger than ever, with the resilience of our outstanding employees we continue to push forward, and we are ready to serve you when you need us. We are maximizing the time for management and our teams to focus on running the business and driving our various growth initiatives.

As you may already know, many of our customers had to shut down due to government mandates to do their part to flatten the curve of the pandemic. TriMark is deemed an essential service as we provide products and services to first responders, healthcare workers, front line employees and businesses. Our focus continues to be on our on team members, our customers and then cash allocation. Since then, we are very happy to report that we have been able to support our employees during this difficult time by continuing our top priority of keeping them safe, continuing their salaries and full healthcare benefits. We have been successful working remotely with customers by email, phone, and the use of our website to sell online. We are available for curbside pick-up at various locations.

We are currently undergoing new plans for total re-design to our website to be able to view and purchase online! If you have any questions about pricing and availability, please contact your sales / account manager.

Our plans are to slowly start to return to the offices as the "stay home" orders begin to be lifted in the next few weeks. We will maintain social distancing practices as well as ensure our normal routine cleaning and disinfection practices adhere to CDC guidelines.



Our goal at TriMark is to be the most successful foodservice equipment and supply company in our markets by exceeding our customers' expectations.

We look forward to a stage when we are able to travel again to see our customers, vendors and partners and being back in front of you in person as soon as possible.

Sincerely,

Marie Ffolkes  
Chief Executive Officer