



March 23, 2020

Dear Valued Customer,

Based on the definition of an “essential” business, HPS is still open for business and continues to manufacture, and ship, our quality products for our customers.

Our most important goal remains the same: the health and safety of our employees and their families. We have enacted many policies/practices at HPS to help keep our workers safe including: social distancing, staggered shifts, emphasizing hand hygiene, prohibition of any outside contractors at our site and remote-working when applicable.

Our company serves critical sectors across chemicals, manufacturing (including life sciences), food & agriculture, water testing and pharmaceutical applications. The need for these industries to continue to operate is particularly important during this time of uncertainty and they rely on HPS products.

Commercial, Applications and Technical Sales staff will work remotely and are still available to answer any inquiries. Our 843-767-7900 phone line and our general inbox: info@highpuritystandards.com will be monitored as normal.

To ensure that you receive the best possible service during this time, please email all requests to the email addresses listed below. While we are answering our phones, email will be the best method of communication at this time.

- To place an order or check the status of an order, please send an email to orders@highpuritystandards.com.
- To request a quote, please send an email to info@highpuritystandards.com.
- To request a copy of an invoice or questions for accounting, please send an email to accounting@highpuritystandards.com.
- To request a Certificate of Analysis or SDS, please send an email to techwriter@highpuritystandards.com.
- For Technical Support, please send an email to tbreen@highpuritystandards.com.

If you have questions or concerns related to the HPS Action Plan, you may contact our Quality Assurance Manager and Safety Deputy, Taineka Harrison at tharrison@highpuritystandards.com.

Thank you for your business and continued support!

A handwritten signature in black ink that reads 'Taineka Harrison'.

Taineka Harrison
High Purity Standards
Quality Assurance Manager

