



Dear Valued Customers,

As we are closely monitoring the spread of COVID-19 we want to assure you that we are prepared for a wide range of possible scenarios – the health and safety of our employees and you our valued customers is our focus, while continuing to deliver the excellent service we are known for.

During the Pandemic, I cannot implore you enough to social distance – which means limiting all in-person social interactions as much as possible. Experts agree that staying apart is critical if we want to reduce the strain on our health care system and slow the spread of this virus to save lives.

What are we doing:

- Following the updates provided by local government agencies, the CDC and OSHA.
- Instituted enhanced cleaning protocols to reduce the spread of germs in our facilities, vehicles, etc.
- Providing additional cleaning service options for our locations.
- Eliminating non-essential visitors at our offices.
- Avoiding handshaking and other similar contact is readily accepted during this time.
- Asked associates who feel ill to stay home and seek medical attention.
- Monitoring our supply chain and transportation situations and advising on any changes requiring backorders or price adjustments.

As our Valued Customers we would ask that you:

- Provide us with a contact name and cell phone number when placing orders and if possible, indicate where you want the material to be dropped at the jobsite. When our trucks arrive at your jobsite, if you are not visible, we will contact you via cellphone. Our driver will remain in the truck until they are directed where you are requesting the material to be dropped and will leave the paperwork for the material to be signed for as we are using the 5-6ft distance for the driver to collect the paperwork. We recommend providing a designated area (if possible) where your delivery can be dropped.
- Whenever possible, call, text or e-mail your orders to us. We'll gladly deliver any order for you, no matter how small.
- If you need to pick up the material, call first and we'll stage them for pick up in the yard – we'd like to limit traffic inside our facilities.
- If there is a reason that you or one of your associates needs to enter our facility, please limit it to one person entering at a time.
- If you need help with a quote or other services we offer, please try to work with us on the phone, fax, e-mail or other electronic means.
- We want to provide you with whatever expertise and help you need, but if we can do it without a face-to-face meeting, it would be in all of our best interest.
- Avoid coming near our facilities or associates if you are feeling ill. Again call and let us know what we can do for you.
- Understand that service may be disrupted during this time, but as always, our customers are our highest priority and we are doing everything in our power to continue servicing you while keeping everyone as safe as possible.

We are following the COVID-19 protocol. We trust that you are practicing the same procedures as we all work together to reduce any risk to anyone. This situation is fluid so we will keep you posted as to any further changes as they happen.

Thank you for doing your part in ensuring that our industry promotes a healthy and safe environment for all, and as always, we are here for you and together we will get through this.