



March 23, 2020

To Our Valued Customers,

The success of our businesses depends on the safety and well-being of our employees and customers. In order to accomplish this goal, we promote a shared responsibility to eliminate unsafe conditions, and are confident that together we can minimize the potential exposure and spread of the Coronavirus (COVID-19). Along those lines, we have instituted the following **temporary** requirements as it pertains to our operations.

No-Contact Policy

- Our teams have been instructed to discontinue all physical contact with each other and customers including handshakes, fist bumps, hugs, etc.
- Social distancing should be practiced whenever possible.
- Our teams have been instructed to stay home if sick.

Sales Calls

- We have instructed our sales team not to make any in-person calls and ask our customer and vendor representatives to do the same - utilizing phone, text, and email for any required communications.

Ordering Product

- Our showrooms will be closed to the public, but we will continue to offer products through customer pick up/will call (described below)
- Restrooms are for employees only
- Please utilize available technology to place your orders such as phone, text, email, or ecommerce websites (where available)

Customer Pick Up / Will Call

- Following placement of an order, your materials will be pulled and staged for loading
- We ask our customers to remain in their vehicles during the loading process
- Office and/or restroom access is prohibited
- Maintain a 6ft distance if paperwork is required to be exchanged
- Once loaded, the customer may then exit their vehicle to secure their load

Inbound Deliveries to Our Yards

- Unless un-tarping is required, inbound freight drivers will remain in their vehicle during the unloading process. If un-tarping is required, please un-tarp and then return to your vehicle.
- Yard personnel will not begin the unloading process until all tarping and securement is removed
- Office and/or restroom access is prohibited
- Maintain a 6ft distance if paperwork is required to be exchanged

Customer Job Sites

- When possible, drop shipment practices will be performed with customer's agreement
- When using elevators and buck hoists, our employees should be able to ride without other trades

Although the operational landscape has temporarily changed due to COVID-19, customer service will continue to be the cornerstone of everything we do. We thank you for partnering with us to maintain the safest workplace possible.

Sincerely,

Your MR Lee Team