



June 1, 2020

To all of our valued San Antonio Families,

We have been honored and humbled serving all the families and students over the years. We could have never guessed in a million years that such an event like Covid would have such a massive disruption all over the world. Unfortunately, the Covid event may be with us for an unknown amount of time and continue to disrupt how all of us work, live, and educate our kids.

We don't know yet how the next school year will be structured or scheduled and we know our fantastic educators and school administrators are working diligently to prepare for the coming year. We do, however, believe that some form of social distancing will have to be practiced for at least the next year or more as researchers work tirelessly to find a vaccine to keep us all safe. Since there are so many unknowns, including when a vaccine may be made available, the Uniforms Plus family has decided the best way to service our valued customers and families, is by closing our physical retail store and offer our entire programs online through our web site www.UniformsPlus.net.

We believe that this will help promote social distancing in addition to providing a certain level of convenience and safety for parents and students. We have also reduced all shipping costs to a flat \$8.00. Orders of in-stock items will ship in 3-5 days of receipt online. If we are out of an items it typically take 2-3 weeks to get new product delivered. Although the risk of infection from Covid-19 is low handling mail and packages, we have in place safety protocols to protect your families, mail carriers and the Uniforms Plus team.

Safety Protocols:

- Temperatures of all Uniforms Plus staff are taken twice daily (at start of shift and end of shift)
- Any member of our team that does not feel well or exhibits a temperature of 100.2 or higher will stay home (the CDC rates a fever at 100.4)
- The pick & pack station is cleaned and disinfected each morning and is cleaned and disinfected again after each order is processed.
- All tools (IE: tape guns, phones etc.) are cleaned and disinfected at minimum twice daily.
- We only allow 1 team member in the packing station at a time
- Hand washing is required frequently as well as if anything is touched outside the pick & pack area before returning to that station.
- 6 – 10ft distancing rules are in place in addition to face masks for interactions within that distance.
- Delivery of new inventory is quarantined for a minimum of 24hrs before we add it to our existing inventory for shipping.

We join all of you in prayer that this pandemic will pass swiftly and that every family stays safe. If you have any questions or need help with the web site, please call us at [\(210\) 651-1255](tel:2106511255) and we will work through it together. (NOTE: the phones will be offline until June 16th while they get ported over to our new facility.)

Best Regards and stay safe,

Lidia and Galvin Pham / Uniforms Plus