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March 25, 2020

To Our Valued Customers,

As we continue together to navigate the uncertainties of the Coronavirus (COVID-19), we want to assure you that we are committed to making the best decisions we can with two goals in mind: protecting our teams and customers by limiting the spread of the virus and serving your building and construction supply needs.

We are continuing to follow the guidelines set forth by the Centers for Disease Control and Prevention at all locations and we are focused on the health, safety and well-being of our customers, employees, communities, and other key stakeholders. To that end, we have established special, temporary operating requirements at each of our locations including no-contact policies, utilizing available technology to place orders such as phone, text, email, or ecommerce websites (where available) and procedures for customer pick up and customer job sites. Please contact your local team with specific questions or for assistance.

We believe it makes sense to keep our locations open for business in those places where permitted and advisable. Please know that we are continuing to monitor the situation closely and stand ready to proactively take additional steps in response to further developments, including extensive measures being undertaken by many state and local governments. Along with employee and customer safety, business continuity is a top priority for us, and we will do our utmost to service your needs as best as we can and keep you informed of any changes we may need to make as a result of new developments.

If you have any questions or concerns, please reach out to your primary point of contact. We truly appreciate and value your business and your partnership, particularly during these uncertain times.

Sincerely,

Your New England Gypsum Team