



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-tarpping is required, inbound freight drivers will remain in their vehicle during the unloading process. If un-tarpping 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 Pioneer Materials Inc Team