



March 12, 2020

To Our Valued Customers:

Over the last few weeks we have all been forced to take notice of the coronavirus, recently named COVID-19 and Service Building Supply continues, like you, to monitor and adapt to the rapidly-evolving situation. We deeply care about our employees, as well as the employees of our vendors, our customers and their families, and have taken three specific proactive steps to help limit the impact or potential impact of COVID-19 and would ask for your understanding while we work through this situation, together.

Before detailing these steps it is important for you to know we are **OPEN FOR BUSINESS**. We are making daily deliveries to all of our customers and we are accepting inventory from our vendor partners as we normally would, that said, certain aspects of our business will have to operate differently for the foreseeable future to protect our most valuable asset as well as yours, our employees.

Below outlines the three specific proactive decisions we have made to ensure the safety of all involved in our business:

1. Education – We have taken unprecedented steps to ensure our employees have been educated on COVID-19 and have shared the appropriate CDC guidelines with all of our locations and employees to ensure they understand how the virus is transmitted and the steps each of them can take to prevent contracting the virus. We are sending out daily emails to remind our employees of how serious it is to follow these guidelines and have a protocol for anyone that currently or in the future feels like they may be falling ill, virus related or not. We will continue to follow these guidelines and inform our employees of any changes in protocols necessary to keep them safe.
2. Remote Work Opportunities – There are a number of positions within our company that rely almost 100% on technology to do their respective jobs. As such, we have immediately begun allowing those employees to work from home on a rotating basis. We feel like this again is another proactive step that allows our employees to remain safe for the foreseeable future. Most of your contact with these individuals are via phone calls, texts or emails and thus should have little to no impact on their ability to continue to serve you as they always have and up to our high standards.

3. Limiting Unnecessary Physical Interaction – Effective immediately we are asking all of our vendor partners and customers to not visit our locations but rather rely on technology to relay your needs to our team. This is how we conduct 95% of our business today so again this should not be a significant inconvenience but we want to ensure our employees and yours are as safe as possible. Our sales teams will be monitoring deliveries and visiting job sites but will not be visiting your offices again to limit the risk for all. Our sales reps will be very responsive to all electronic forms of communications and as stated be visiting job sites to ensure your jobs stay on track; we just want to use some very common sense measures right now during this difficult period.

We want to thank you for understanding and your anticipated cooperation. We will continue to monitor the situation and at the appropriate time we will obviously make changes where appropriate but because we deeply care about our people, your people and our relationship we feel these steps are necessary and the right thing to do.

Please feel free to reach out to your sales professional, your inside contact or anyone at Service Building Supply with any of your thoughts, concerns or ideas on how we can get through this together because we truly are in this together. Please share this with those managers, builders and superintendents within your company who are supervising your employees that are working directly with the employees of our company so we are all on the same page.

Thank you again for your anticipated understanding and be well.

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