



**SUBJECT: A Message from Chadwell Supply regarding Coronavirus (COVID-19)**

Dear valued Customers and Friends,

We want you to know that our highest priorities are the health and safety of our team, our customers, and the wellbeing of the communities that we serve. We are closely monitoring the recommendations provided by the World Health Organization (WHO), Center for Disease Control and Prevention (CDC) and other health authorities to limit potential spread within our communities. We want to assure you that Chadwell Supply has implemented business continuity plans to minimize disruption of our services and support, while maximizing efforts to keep our team members and our customers safe.

We are also paying close attention to your requests and adjusting, as necessary, to accommodate temporary policies and procedures enacted by the management companies we serve. Although this is not a comprehensive list, here are some steps we are taking and process changes that we are making at this time:

- All business locations and vehicles are receiving an increased level of workplace cleanings.
- Encouraging team members to follow health authority best practices like:
  - Frequent hand washing.
  - Avoiding the touching of eyes, nose and mouth.
  - Staying home if they are feeling ill.
  - Initiating Social Distancing practices with all team members.
- Modifying, postponing or canceling large meetings and training classes.
- Developing a mobile call center that will allow us to continue to deliver the highest level of customer service, even if required to operate from remote locations away from our corporate headquarters.
- Pausing all non-essential business travel for our employees. Additionally, employees who travel for personal reasons are notifying their management and we are instructing anyone showing signs of illness to contact their health provider.
- Implementing photo verification of deliveries rather than signed authorization to reduce the physical contact between our drivers and your staff.
- And, of course, we will continue to closely monitor information provided by World Health Organization, Center for Disease Control and Prevention, as well as, local, state and federal agencies and make adjustments as needed to ensure that we are implementing best practices in response.

Also, please remember that both the World Health Organization (WHO), and Center for Disease Control and Prevention (CDC) have websites that provide useful information for you and your families. Those websites are: [www.who.int](http://www.who.int) and [www.cdc.gov](http://www.cdc.gov).

Thank you for trusting Chadwell Supply and please remember that we are here for you! Visit [www.ChadwellSupply.com/coronavirus](http://www.ChadwellSupply.com/coronavirus) for updates and, **if you have any specific instructions for how you would like our teams to interact with you on property, please reach out to your local sales manager or National Account Manager.**

God Bless you and your families!  
Stay safe, we are all in this together.