



March 18, 2020

Taking care of our associates and our customers and communities is at the center of everything we do. As we continue to navigate these uncertain times our priorities remain the same. The Rowleys Team continues to monitor the evolving impact of the Coronavirus for our associates, our customers and the communities in which we work and live.

We find it important to share with you, our valued business partner, actions that we are taking as an organization as a result of the ever-changing landscape. Our efforts are ongoing.

- Our Account Representatives in varying geographical locations are available to ensure we support your business needs as we have been for the past 99 years. We are encouraging them to communicate via phone or electronically whenever possible and to be conscious of any special requests for interaction when visiting any customer site. Our customer service phones are available during our regular posted business hours.
- All of our warehouses are open for shipments. We have implemented safety precautions utilizing the most current recommendations to protect our associates and those we come in contact with as we deliver the products needed for your business.
- Rowleys is closely monitoring the reports from the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), Federal, state and local mandates and we are taking all precautionary measures as instructed by these agencies.
- Across our organization we've instituted a pandemic illness procedure that includes health and safety protocols so we can continue to serve you.
- Additional cleaning supplies have been sourced for all locations and delivery vehicles and guidelines for wiping down surface areas and common touch points often have been communicated and are being reinforced via meetings and written communications supported by authoritative recommendations.
- We are in constant communication with our supply chain team ensuring our commitment to doing everything in our power to make sure we have the product you want when you want it.
- We will continue to do everything we can to ensure your business is not impacted during this unprecedented and evolving situation. If possible, for the safety and well being for all our communities' consolidation of orders will help us minimize exposures as we maintain business during this avoidance of "group gathering" period that is currently in place.

We value you, our relationship and our commitment to serve you to the best of our ability, regardless of the landscape.

We look forward to continuing to serve you as we navigate the uncertain times that currently face us.

Thank you

A handwritten signature in blue ink that reads "Keith Rowley".

Keith Rowley