



March 18, 2020
To Our Valued Partners

As the Coronavirus (COVID-19) situation continues to evolve, Western Contract is monitoring the situation daily with a primary focus on the safety of our employees, clients, vendors, and partners. *We are fully operational, as are our key partners, and we do not anticipate any major interruptions to our supply chain at this time.*

At Western Contract, our mission is to deliver the highest quality in customer service, both for our customers and internally for our team. The health and well-being of you, our partner, and our internal team members is always our priority. As we navigate the rapidly evolving Coronavirus (COVID-19) situation together, I want to share with you the extra precautions we're taking at Western Contract to serve you.

At this time, we are fully operational and will be on task to complete your projects. We are encouraging our team members with underlying health issues, family members at risk, impacted by school closures, or that simply have the ability to productively work virtually from home. We will continue to monitor announcements and reports from the WHO and CDC. If federal, state, or local authorities give any additional directives, we will follow those directives and communicate quickly to you regarding any impact to your projects or scheduled service with our team.

Transparency and communication are cornerstones of our business practices. Following are key elements of our plan to adapt to the pandemic, maintain as much of a business as usual approach as possible, and protect our employees, customers, and colleagues.

Products & Services

- We plan to continue providing the excellent products and services you've come to expect from us. We are regularly meeting with our key partners to discuss factors that could impact supply chains, manufacturing, shipping, and installation in order to plan for and respond to rapidly changing conditions. We will communicate any updates to our customers as quickly as possible.

Staffing

- Remote-working protocols and customer service coverage plans have been defined and are in place for all Western Contract employees to help minimize the impact to our customers.

Meetings/Customer & Showroom Visits

- We are asking that our employees continue to follow the CDC health guidelines and begin to leverage technology and video conferencing for meetings where possible. If a face-to-face meeting is imperative, we are asking that these are conducted efficiently and that all are mindful of social distancing (6 feet apart).

Travel

- All non-essential travel has been cancelled for the foreseeable future.
- Essential travel will be limited to customer specific needs and project initiatives that cannot be addressed by a format other than face-to-face.

Questions

- We are working on gathering answers to all your common questions and will create a single document to share that will address these. These include how to properly disinfect our products.

We are all in this together. Western Contract's collective commitment to health, to each other, to you our valued customers, and our business partners will help us navigate this unprecedented time. We are aware that this has created great stress and hope you are holding up well under this pressure.

I want to thank you for your support and understanding during a rapidly evolving situation as we make every effort to support you, our valued partner, our internal teams, and the communities we serve.

Sincerely,

Bill W. Yee

President, CEO