



COVID-19 UPDATE: A MESSAGE TO OUR CUSTOMERS AND VENDORS

Team EJP wants to assure you that we are monitoring the coronavirus (COVID-19) situation closely and are working diligently to ensure we meet the needs of our customers, vendors, friends and colleagues. Business continues to be open and operational. We've made a few adjustments to make sure our team and your personnel are kept as safe as possible.

Supporting our customers and vendors remains a priority, so we've taken the following steps as part of our business continuity plan. We are referencing CDC and World Health Organization resources on a regular basis.

- Team EJP plant tours, business seminars, training, etc. have all been suspended until further notice.
- All employees that are sick, exhibit symptoms or have been exposed to the virus are instructed to stay home until cleared by a health care professional.
- We ask our vendor partners to conduct telephone/conference calls regarding all business interactions. For the next 30 days, we have suspended all in-person meetings to protect you and our employees.
- Team EJP sales personnel will limit face-to-face interactions with customers, mainly per customer request. Social distancing strategies will also be used to help mitigate the risk of spreading the virus.
- Delivery personnel are instructed to follow CDC recommendations for sanitizing their hands, trucks, cellphones, tablets, etc. while delivering products to customer facilities.
- Walk-in customers must call the division from their vehicle to order material (while at the division location). A Team EJP employee will bring the material to the customer for transaction. Payment can be with check or credit card. No cash will be accepted.
- Team EJP Service Technicians are instructed to follow CDC recommendations for sanitizing their hands, trucks, cellphones, tablets, etc.

[As always, you can count on our 24HR Emergency Service for those unpredictable moments. 1-800-EJP-24HR \(357-2447\).](tel:1-800-EJP-24HR)

We pledge to provide superior service to our customers and vendors through the creative talents and abilities of our employees. The impact of Coronavirus is likely to change over time, and if you feel we should be doing something different or better, please contact us.

Be Safe, Be Kind, and God Bless.

Steven E. Prescott
President, Team EJP

Derek H. Wing,
Safety & Training Specialist