



March 13, 2020

Dear Valued Carpenter Brothers Customer,

With the coronavirus being at the forefront of the global economy and our individual concerns, we wanted to write to you about our Business Continuity Plans. These plans focus on employee health, safety, security and continued business operations to keep business moving with the least amount of potential interruption.

We would like to highlight some areas of our plan that will address client-specific concerns or questions:

- Utilizing technology, CARPENTER BROTHERS, INC. has a plan to engage remotely if necessary.
- CARPENTER BROTHERS, INC. has the ability to coordinate changes for our team – meaning, the capability to adjust personnel, remote work and shift requirements.
- Restricted business travel for our employees
- Temporarily restricting the access of visitors to our facility
- Employees do not report to work when sick (they will be sent home immediately if they are).
- Educational materials concerning preventative measures (posted and e-mailed) to employees
- Enhancing facility cleaning protocols

There will be more development to our internal Business Continuity Plans, but we wanted to make sure we addressed this in a timely manner; we know this is important to our customers.

CARPENTER BROTHERS, INC. will actively communicate with you should there be any change to our supply chain needs for our customers.

We at CARPENTER BROTHERS, INC. thank you for your continued support and wish for all of you and your families to be safe during this time.

Sincerely,

CARPENTER BROTHERS, INC.

Nicholas M. Gerrits
President

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