

To: All B&L Customers
From: Don Tomeny
RE: Covid-19 Virus

March 19, 2020

I want to inform you all on how we plan on going forward as we face the challenge of the Covid-19 virus pandemic.

First, it is our #1 intention to remain open for as long as we are able for we have the responsibility to service your businesses and to keep as many of our employees - and your people - employed throughout this highly unusual event. There are going to be many upcoming changes in front of us but we will do everything in our power to keep running as close to normal as possible.

One significant change is how we are going to manage our sales counter and showroom accessibility. This is to limit our employees' exposure to infection from the outside as one positive case of Covid-19 among our branch employees could possibly shut down all operations at that facility which is exactly what we are trying to avoid.

We will remain staffed with your regular Inside Sales personnel who can take your orders by phone and set up deliveries as usual. Should you or one of your crew members need to make a pickup at our warehouses we are requesting you call ahead and we will process your order and have it ready when you arrive at the branch. Doing this all by phone eliminates the face to face interactions we are all trying to avoid and should get you on the road faster than a traditional counter visit.

We have checked with all of our major material suppliers and they are all pretty confident that we will not have to worry about any material shortages in the near future. We are also maintaining our daily transfer of needed materials from branch to branch so the problem of running out of inventory should not be a big concern at this point.

Where we go down the road will be a moving target for the near future and we will keep you notified of any major change as decisions are made on how best to respond to changing circumstances.

What will not change is our determination to meet this challenge with the goal of keeping our employees safe while continuing to service our customers at the levels you have come to expect from B&L.

Thank you for your business and for your trust in our ability to support your businesses during this crisis.

Sincerely,



Don Tomeny

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