



To: Our Valued Customers

We are all aware of the ongoing issues with the COVID-19 coronavirus and the challenges it creates for all of us. We at Associated Glass are very sympathetic and understanding to all of those who may be affected by this virus. I want to personally reach out to you, our valued customers to update you on the actions that Associated Glass is taking to help prevent the spread of the virus. We continue to closely monitor the ongoing COVID-19 situation to ensure we take all necessary steps to protect the health and safety of our customers and team members.

We are following Centers for Disease Control (CDC) and World Health Organization (WHO) guidelines, as well as guidance from federal, state and local officials, to make informed decisions. We appreciate everyone's commitment to recommended prevention methods. We are fortunate that we currently have no reported team member or customer cases and our facilities will remain open for business. At this time, we feel confident we can continue to operate. We will reach out and provide updates if that changes.

With Schools being closed we have some employees that do not have a daycare lined up, so please bear with us on lead times on projects as these might be affected and change hour to hour and day to day. We will reach out and provide updates as much as we can.

We also wanted to share additional information about actions that we have implemented in response to COVID-19:

- Our employees have been encouraged to stay home if they are sick.
- Associated Glass has professional, third party cleaning services that routinely clean our store.
- We have the appropriate leadership team constantly monitoring and meeting regularly to review the situation.

This situation is a serious matter that requires everyone to stay calm and use sound judgment as we work our way through it together. Individual caution and good hygiene habits are the most important actions anyone can take to reduce the risk to COVID-19.



I thank you for being a loyal Associated Glass customer and appreciate your understanding as we all work through this difficult time. We are proud to serve you and hope that we will be seeing you soon.

Sincerely,

Cole Pryor

Business Manager

Associated Glass Inc.