

April 7, 2020

Dear Valued Customer,

We at Walter E. Nelson Co. care about the health and safety of our customers, employees and other guest that come to our different facilities. As we continue to adjust to the changes, we are faced with through the pandemic of COVID-19, we will continue to provide the service levels you know and trust.

We remain open as an “Essential Business” to continue to service and support our customers. Although, each location has different Will Call Hours we are all following the same protocols to ensure the health and safety of our employees and customers. We will continue to go above and beyond to ensure all orders are processed and delivered timely.

Will Call

Although each location has different available hours for Will Call, we are all following the same procedures to ensure the health and safety of all while visiting our different facilities. All orders and payments for will call orders are done over the phone. We are asking our customers to remain in their cars and call us to let us know they are here to pick up their order. An employee will bring the product out to our customers cars while wearing the proper Personal Protection Equipment (PPE). All PPE is disposed of once returned inside and our employee will wash their hands according to the CDC guidelines or use hand sanitizer. All frequent touch points in our Will Call areas are disinfected hourly to ensure we are doing our part to keep everyone safe and healthy.

Deliveries

We have instructed all our drivers to do their part to ensure they are staying healthy and safe along with our customers while delivering product to each location. We have instructed all our drivers to wear gloves to each delivery and ensure they dispose of them after each delivery in the provided trash bags in their vehicles. We also have instructed them to use hand sanitizer before and after each delivery. In addition, all drivers have been instructed to use the disinfectant we have provided them to wipe down all touch surfaces around the truck and in the cabin of the truck with a microfiber after each delivery. Our drivers are keeping their safe distance from all customers based on the Social Distancing Guidelines set forth by the CDC.

As always, we are here to help you keep your facilities Cleaner, Healthier and Safer for your employees and we will continue to do so through this Pandemic. If you need any additional information on COVID-19 we have resources available on our website at: <https://www.walternelson.com/resources-news/> or contact your trusted Sales Representative today.

Thank you for your continued support through these hard times. We look forward to continuing our relationships with you to ensure we keep you and your facilities Cleaner, Healthier and Safer.

Best Regards,

Your Walter E. Nelson Co. Team