



Raph Spinarski President

Hello BarnSCO Customers and Vendors,

We're all working hard to navigate the challenges brought to us by the Coronavirus. At BarnSCO, we are doing our best to keep our associates, customers and vendors safe – while at the same time maintaining high levels of service and providing our customers with the materials they need to keep working.

Nobody has all the answers, but we are operating off the information provided by the CDC, as well as other government authorities. We are writing this memo and acting with what we believe is the best information available. As we move forward, we may need to alter our position and we will communicate as developments occur.

At the moment, we believe it is in our associates', and customers' best interests that we remain open. However, there will be some changes in how we conduct business.

- Implemented a companywide no contact policy. We are asking all members of the BarnSCO family to not shake hands, fist bumps, etc. until this situation is over.
- Cancel meetings and gatherings of more than 10 people. We are looking at smaller meetings case-by-case but are canceling most of them as well.
- Limited travel unless it pertains to safety or compliance.
- Instituted enhanced cleaning protocols at our facilities, including wiping down surfaces with appropriate cleaning products throughout the day.
- We have as many associates as possible working remotely for us to maintain "social distancing".
- We have limited "person to person" business transactions. We also have asked our outside sales team to cease making "in person" sales calls. You will likely hear from them electronically, or by phone.

We are asking our customers to:

- Whenever possible, call, text, or email your orders to us. We will stage them for pickup in our yards, or schedule for delivery in order to limit traffic in our facilities. ***if your employee has to access our showroom, we will limit access to one person***
- If you need assistance with a bid, job, or technical service we offer, call, text, email, or Face Time one of our associates. We want to provide you with whatever you need, but we need to limit as many face-to-face meetings as possible.
- Avoid coming near our facilities or associates if you are feeling ill or running a fever. Again, call us and let us know what we can do for you.
- Please understand that service may be slower during this time. Know that we are doing everything in our power to continue servicing you and keeping everyone as safe as possible.

These points affect all Barnsco's facilities including our Decorative stores. It's possible that we may have enhanced protocols depending on location. I am asking management to communicate anything that varies from these directives.

If anything changes, we will communicate immediately. Thank you for understanding and for your effort in working with us during this difficult time. Together, we'll get past this.

Sincerely,

A handwritten signature in black ink, appearing to read 'Raph Spinarski', with a large, sweeping flourish extending to the right.

Raph Spinarski

President