



March 16, 2020

Dear Valued OJ Insulation Customer,

As we continue to monitor the quickly changing situation around the coronavirus, our thoughts and prayers are for the safety and well-being of those people and businesses impacted by the difficult conditions that have recently emerged.

Our top priority, of course, is the safety of our employees and our customers and we have made a series of changes with this priority in mind. In particular we've implemented steps as outlined by the CDC and State, including, but not limited to, the following:

- Identified and communicated symptoms for all employees – cough, shortness of breath, and fever.
- Posted English/Spanish facts sheets from the CDC in our offices and warehouses.
- Educated our employees on the cause of spread, i.e., close contact (6 feet or less) with an infected person or if someone infected coughs or sneezes without covering their nose/mouth and is in close proximity with another person.
- Instructed employees that if they experience these symptoms that they should: (1) stay home (2) contact their physician, local clinic or local ER and follow their recommendation, and (3) notify their supervisor.
- Instructed our employees to wash their hands frequently. To this end we've installed 3 additional hand washing stations in the yard and have ordered hand sanitizer wipes and foam for installers and trucks.
- Instructed our employees to use noncontact forms of greeting.
- Created scripts for Sales/Service to use when setting up and prior to appointments to limit potential exposure, and directed Sales/Service to sanitize hands before and after appointments.
- Suspended discretionary work travel.
- Limited the number of inter-office face-to-face meetings, and cancelled all large group meetings.
- Staggered installer start times to limit employee interaction.
- Implemented a process to disinfect our fleet vehicles warehouse public spaces daily.
- Reminded employees that social distancing is one of the most effective ways to limit exposure to this virus, as such, they should not be congregating in groups.
- Rolled out company app for direct communication with all remote employees.

As of now, our suppliers assure us that all supply chains are intact and that they are not expecting any disruptions to materials manufacturing that would cause any delays.

This is a fluid situation that we will continue to monitor and respond as appropriate to limit exposure to both our employees and customers. We welcome any input or questions you might have at 626-812-6070

If you have any issues that may impact your project schedule or learn of anybody on your site that has contracted the coronavirus, please notify us immediately.

Respectfully,

A handwritten signature in black ink, appearing to read 'Griff A. Jenkins', written in a cursive style.

Griff A. Jenkins

General Manager