



March 13, 2020

To: All of our valued customers,

At PBS Supply Company, our top priority is to protect the health and well-being of our customers, vendors, employees, and their families. As a partner to you and your business, we continue to closely monitor the impacts of Coronavirus (COVID-19).

With more cases appearing within the United States and concern growing daily, we wanted to provide an update on our operations. Our goal is to ensure we are here to support you now and in the future.

- We have asked our employees to limit any travel along with in-person meetings, so the way we support you may look differently. Before visiting your business, we have asked our employees to confirm approval for the in-person visit. We will continue to be available to our customers via phone, email, and virtual conferencing as needed. Additionally, our Customer Service team remains open to assist you from 8:00am-4:30pm PST, Monday-Friday and can be reached at 253.395.5550
- We have implemented a new process for our delivery drivers. For the next several weeks, our processes will be focused around reducing contact. Your sales representatives will have the most current information going forward. We remain fully committed to fulfilling all your business needs in a timely manner. During this time, you may see and/or hear from different company representatives as we are working together to support you, our customers.
- As we move forward, we do expect our staffing levels to drop due to employees being out or needing to care for family members. We are implementing policies to support you, our valued supply chain, and do our best to ensure you receive continued outstanding customer service.

Despite these operational adjustments, our objective remains the same: to provide our customers with quality products and innovative building material solutions.

Thank you for trusting us with your business. Please reach out to your PBS representative with any questions and information about any protocols that your business may be implementing so we can coordinate accordingly.

Sincerely,

Mark Strecker

Mark Strecker
President

David Strecker

David Strecker
President