March 16, 2020

To our valued customers,

These are extraordinary times as the COVID-19 (coronavirus) situation continues to evolve. We are committed to acting in a responsible manner, while ensuring that you get the service you need and protecting your health and safety, as well as that of our employees, partners and anyone setting foot in our more than 90 locations across the Northeast.

Please know that we are referencing the Centers for Disease Control (CDC) and World Health Organization websites regularly and our senior leaders are working closely with teams from around the company to stay up-to-date with state and local officials. Following is an update on our operations and an overview of the steps we are taking to keep everyone as safe as possible.

- We encourage you to order online where possible. If you don't have a login to access your account online, request one at ordering.fwwebb.com/wobf/request.account. We will work to get you up and running as fast as possible. In instances where you need to go to a counter store, we suggest you call ahead of time for order pick up/will call. Our associates will make every effort to have it ready when you get there. Additionally, we also ask that you refrain from going into our business office area.

- Across our locations, we are following CDC guidelines and our Human Resources department is making sure that adequate safety precautions are being taken in the workplace. This includes using every possible precaution to keep frequently touched surfaces clean and sanitized. Employees who are sick, or whose family member(s) are sick, with cold or COVID-19 symptoms must stay home until they are advised otherwise by their healthcare provider. We will not allow customers or business partners with colds, coughs or other symptoms related to COVID-19 to enter any F.W. Webb location.

- Our Sales Representatives won't be making in-person customer visits at this time, but they are available by phone and email as always.

- Deliveries to businesses and residences will be curbside only to reduce unnecessary contact.

- While we remain open, to limit the number of in-person interactions, all wholesale and showroom locations will be closed every Saturday until further notice.

- If you use or refer customers to the Frank Webb Home showrooms, please be aware that we are limiting the number of people allowed in a showroom at one time. We encourage you and your customers to call ahead for an appointment.

- We pride ourselves on providing excellent customer service and treating customers as family. However, to observe the social distancing practices recommended by the CDC, we are asking employees to refrain from any physical contact, such as shaking hands and giving high fives.

- F.W. Webb business parties, seminars, conventions, trainings, gatherings, etc. have all been suspended.

- F.W. Webb employees are prohibited from international and domestic business travel.

We recognize COVID-19 (coronavirus) as a serious health issue. Our management team is prepared and monitoring all situations that could impact our business on a daily basis. At this time, we have not experienced any disruptions to our supply chain. As you know, the impact of coronavirus is likely to change over time, and we will update you about our response efforts as circumstances develop.

Stay well,

Jeff Pope
Owner and President

Bob Mucciarone
Chief Operating Officer