



June 15, 2020 Update

To our valued customers,

Thank you for adapting to a new way of working together as we follow CDC/state guidelines to ensure safety precautions are being taken in the workplace. We are committed to acting in a responsible manner, while ensuring that you get the service you need. Your health and safety and that of our employees will always be a top priority.

As an essential business, our trade stores and wholesale operations across the Northeast remain open. Following is an update on our operations and an overview of the steps we are taking to keep everyone as safe as possible.

- We have posted safety protocols in our counter areas which include maintaining a distance of 6 feet between you and others, wearing a face mask in states or cities where required, refraining from handshakes and other physical contact, and not entering our office area or warehouse.
- You may continue to place orders online or by phone/email if that is your preference. If you don't have a login to access your account online, request one [here](#). You may pick up your Will Call order at the warehouse door instead of entering the store.
- We continue to follow CDC/state guidelines across all F.W. Webb locations which, in addition to the measures noted above, include washing hands often and keeping frequently touched surfaces clean and sanitized. The health of every employee is being monitored daily. 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. Customers with colds, coughs or other symptoms, as well as those who have a family member in quarantine, may not enter any F.W. Webb location.
- Following strict safety protocols, F.W. Webb Sales Reps are once again available for in-person customer meetings.
- Deliveries to businesses and residences will be curbside only to reduce unnecessary contact.
- F.W. Webb business parties, seminars, conventions, trainings, gatherings, etc. are limited to 10 or less people and can only be held when social distancing is possible.
- F.W. Webb employees are prohibited from taking international and domestic flights for business reasons.

Our Frank Webb Home showrooms are open to personal visits again. Following individual state mandates, they are open under a controlled one-on-one basis, and some by appointment-only. You can find more information and showroom contact details at frankwebb.com.

We recognize COVID-19 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, this is an ever-evolving situation. We will continue to stay



F.W. WEBB COMPANY

Serving the Northeast since 1866.

up-to-date with instruction from federal, state and local officials and keep you informed as circumstances develop.

Stay well,

Jeff Pope

Owner and President

Bob Mucciarone

Chief Operating Officer

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