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## STATEMENT TO OUR CUSTOMERS AND CLIENTS

Pro Towels is continually monitoring the COVID-19 outbreak and we will be following the latest guidance from the CDC, local and state governments, and public health agencies. The well-being of our employees and their families is of the greatest importance to us, as well as making sure we continue to provide excellent service you come to expect from the Pro Towels Family. We have taken the following actions and procedures:

- Additional cleaning procedures and frequency throughout the day on employee restrooms, lunchroom, and other key employee areas
- Encourage any employee feeling ill to remain home until free of any symptoms
- Regular health surveys and temperature checks at every shift to ensure the health of all our employees
- Practicing social distancing and limiting office visits from outside vendors or facility tours
- Enabling work from home capabilities for applicable departments and key positions
- Limiting all non-essential travel for 30 days and enabling telecommuting opportunities where needed
- Offering webinars and educational videos to help continue to engage with our customer base
- Updating marketing and sales to be relevant to the current climate
- Calls and deadlines are handled with the same turn-around time as always

There are currently no direct virus impacts or delays on production or shipping of products at Pro Towels. We are still operating at normal business hours and can be reached by phone and email, so please don't hesitate to contact us with any questions you might have. We are committed to ensuring our valued customers can still operate and keep things moving from their home offices while this outbreak continues. Should the production status of any of our facilities change, we will communicate it immediately to our customers and clients.