



May 18, 2020

Dear Valued Customer,

As an essential business, CDI has been operating without interruption throughout the COVID-19 pandemic. During this time we have continually monitored the requirements and recommendations of the NYS Department of Health and CDC to ensure we are doing all we can do to reduce the risk of spreading the virus. Our number one priority is the safety and health of our employees, customers, suppliers, and community and we remain diligent in our efforts to reduce the risk while serving our customer's needs. As the rest of the economy starts to make plans to re-open its doors, we want to keep you informed on the steps we have taken to keep everyone safe. Outlined below are precautionary actions we have implemented with our employees and facilities: `

- Monitoring the condition of employee health. Employees must report if they are experiencing symptoms, or in the past 14 days have been exposed to someone who is experiencing symptoms, or has tested positive for COVID-19.
- Personal protective equipment, including face masks, hand sanitizer, and gloves have been provided for all employees.
- Hand sanitizer stations have been located in main hallways, break rooms, and restrooms.
- Facilities are sprayed weekly with a sanitizing fogging solution.
- Restrooms are cleaned and sanitized bi-weekly by an outside contractor.
- Minimizing the number of employees or contractors in any immediate area, and restricting proximity between people to 6 feet or more.
- Allowing limited access to our facilities. We are not allowing unnecessary visitors or non-regulatory audits for the remainder of 2020. For delivery drivers and contract maintenance and construction workers, we're asking everyone to conduct a personal health check:
  - Check for symptoms of COVID-19
  - In the last 14 days, have been exposed to someone who is experiencing symptoms or has tested positive for COVID-19.
  - If the answer is yes to any of the above we ask that you not come to our facilities
- Limiting face-to-face meetings. While our sales personnel continue to communicate with customers remotely, we have recently begun to allow our staff to make in-person sales calls on a limited basis.

- Limiting exposure at our facilities. All delivery drivers must limit the amount of time spent outside their trucks while on-site. There will also be limited or no use of restrooms, coffee stations, or other amenities at our site.
- Modification of business transactions. We have made changes to some of our procedures in order to reduce excess handling of paperwork amongst multiple people. This includes exchanging paperwork with customers and suppliers via fax or email.

We appreciate your understanding and continued support of CDI during this time. If you have any questions, please reach out to your Salesperson or Customer Service Representative. You can also reach out to me directly for larger concerns.

Sincerely,

Rick Franclemont  
General Manager  
Chemical Distributors, Incorporated