



July 10, 2020

Dear Valued Customer,

CDI's number one priority is the safety and health of our employees and their families, our customers, suppliers, and the community, and has remained diligent in our efforts to reduce the risk while serving our customer's needs. We are enthusiast and optimistic as our economy begins to recover, however we understand COVID-19 is still a threat and therefore continue to follow the requirements of the NYS Department of Health and the CDC to ensure we are doing all we can do to prevent the spread of the virus. Listed below are some of the measures we've implemented and continue to follow:

- Development of NY Forward Business Re-opening Safety Plan in accordance with NYS Department of Health requirement.
- 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 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. Our conference room has been updated to accommodate group video meetings. Our sales staff utilize zoom as appropriate, and have recently begun to make in-person sales calls as requested.

- 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