



Otwell Sales Warehouse
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March 20, 2020

Dear Valued Customers/Vendors:

COVID-19 is having a dramatic impact on our lives, businesses, and supply chains. With our number one core value of safety, it is critical that we take the necessary steps to protect the health and safety of our entire team-including you.

We have communicated to our employees the importance of the role each of us can play to help prevent the spread of any germs, including thorough hand washing, avoiding contact with people who are sick, and of course, staying home if they have flu-like symptoms such as elevated temperature, cough, and shortness of breath.

At this time, you will still be able to pick-up and deliver at our warehouses. We are instituting the following precautionary measures effective immediately:

- We are minimizing face-to-face meetings. Please work with a customer service representative to communicate via telephone or email.
- Many of our employees are working remotely to reduce the number of people at our facilities.
- Visitors are not allowed in our facilities until further notice. All doors will be locked. Directions for office communication will be posted on exterior doors.
- Truck drivers are required to remain in their cabs while being loaded or unloaded and will not be allowed into any of our building facilities. After GSD personnel loads the truck, loading personnel will return to the building. At that time, the driver can secure the load as required. If securing the load requires the assistance of GSD personnel, a 10' minimum distance must be maintained.
- We will be providing a portable toilet for each of our warehouse locations.
- If you are planning on a parts/product pick-up it is mandatory to communicate with GSD Customer Service to order parts/product and then schedule your pickup date with GSD Warehouse Management. If you do not have a date for pick-up scheduled, there will be no pick-up.

Stay Safe,

A handwritten signature in black ink, appearing to read 'Gary Sorgius', is written over the typed name.

Gary Sorgius
President/CEO