



**Wayne Corporate Office**  
 36340 Van Bom Rd. • P.O. Box 609  
 Wayne, MI 48184  
 P: 734.722.3460 • F: 734.722.7468  
 wimsattdirect.com

March 24, 2020

Dear Valued Customers,

At Wimsatt Building Materials, the safety and wellness of our customers, employees, and communities is our top concern. We are monitoring the COVID-19 situation very closely and taking steps to ensure a safe, consistent, and uninterrupted Gold Standard service experience.

## Executive Orders

**In Michigan.** Governor Whitmer issued Executive Order 2020-21 on Monday, 3/23 prohibiting in-person work that is not necessary to sustain or protect life (available at [https://www.michigan.gov/whitmer/0,9309,7-387-90499\\_90705-522626--,00.html](https://www.michigan.gov/whitmer/0,9309,7-387-90499_90705-522626--,00.html)). The order makes exception for workers defined as Critical Infrastructure Workers, described in section 8 of the order as those workers described by the Director of the U.S. Cybersecurity and Infrastructure Security Agency in his guidance of March 19, 2020 on the COVID-19 response (available at <https://www.cisa.gov/sites/default/files/publications/CISA-Guidance-on-Essential-Critical-Infrastructure-Workers-1-20-508c.pdf>). In this document, critical infrastructure workers under Public Works are defined as *Workers such as plumbers, electricians, exterminators, and other service providers who provide services that are necessary to maintaining the safety, sanitation, and essential operation of residences.*

**In Ohio,** the Stay At Home Order issued 3/22/20 only allows essential businesses and operations to continue. The order's definition of essential businesses includes *Essential Infrastructure* (including housing construction, building management & maintenance; p.4, #9) and *Critical Trades* (including services necessary to maintaining essential operation of residences; p.6, section K): <https://wimsattdirect.com/news/2020/200323-Ohio-Department-of-Health-Stay-at-Home-Order.pdf>

## Our Interpretation

- We take these orders to mean that projects such as a roof system repair/replacement, where the safety, sanitation, and essential operations of an existing residence are at risk, are allowed.
- Section 9(b)(1) of Michigan's Executive Order 2020-21 states: *A business or operation that employs critical infrastructure workers may designate suppliers, distribution centers, or service providers whose continued operation is necessary to enable, support, or facilitate the work of its critical infrastructure workers.* As such, Wimsatt Building Materials remains open to serve contractors who are Critical Infrastructure Workers that have designated us as necessary to enable, support, or facilitate their projects necessary to maintain and improve the safety, sanitation, and essential operations of residences.

**In accordance with the above, all of our locations remain open for business and we are ready to serve your building material needs.**

We have, however, needed to make some temporary modifications to how we do business.

### Grand Rapids

1456 28<sup>th</sup> St SW  
 Wyoming, MI 49509  
 P: 616.885.1500  
 F: 616.885.1510

### Lansing

1615 E. Miller Rd.  
 Lansing, MI 48911  
 P: 517.272.6900  
 F: 517.272.6933

### Saginaw

3460 Bay Rd.  
 Saginaw, MI 48603  
 P: 989.497.0100  
 F: 989.497.1991

### Sterling Heights

33663 Mound Rd.  
 Sterling Heights, MI 48310  
 P: 586.978.8740  
 F: 586.978.8910

### Toledo

26440 Southpoint Rd.  
 Perrysburg, OH 43551  
 P: 419.873.9800  
 F: 419.873.9833

### Traverse City

7201 E. M.72  
 Williamsburg, MI 49690  
 P: 231.267.5700  
 F: 231.267.5742

### Waterford

1131 Sylvertis Dr.  
 Waterford, MI 48328  
 P: 248.673.7435  
 F: 248.673.2830

## Health & Safety

To make sure our employees are safe and productive, we are:

- Regularly updating all employees about the evolving COVID-19 situation
- Communicating MDHHS (<https://www.michigan.gov/coronavirus>) and CDC (<https://www.cdc.gov/>) public health recommendations
- Using best practices for hygiene and disinfection at all facilities, including cleaning and sanitizing all work areas and delivery equipment daily
- Reducing staffing to the minimum required to maintain branch operations and enabling as many employees to work remotely as possible
- Requiring sick employees to stay home
- Eliminating travel and face-to-face meetings
- Closing our showrooms
- Postponing events such as our Spring Shows
- Implementing policies that protect the health of our employees and reduce the risk of virus introduction or spread

## Continuity of Service for Customers

- Whenever possible, request jobsite delivery.
- If you must pick up your order, utilize our Will-Call service. Call your order in (even from the parking lot) to minimize face-to-face interaction.
- Our showrooms are closed. We have designated a customer service area immediately inside our stores to service one customer at a time while maintaining 6' of space between the customer and our staff.
- Our Territory Managers will not be making face-to-face visits but will remain available by phone or email. They will do their best to find a safe way to fulfill your requests.

Thank you for respecting our policies. Please understand that order processing, shipments and invoicing could possibly take longer than usual during these challenging times. As we continue to address the challenges presented by the COVID-19 virus, please know that Wimsatt Building Materials is absolutely committed to delivering on our promise of the Gold Standard Experience in exterior building materials.

If you have questions or concerns, I encourage you to reach out to your local Branch Manager or Operations Manager. We are here to support your business priorities and are standing by to help. Branch contact information can be found at <https://wimsattdirect.com/locations>. In addition to phone support, you may leverage email as well as self-help options in the WimsattDirect customer portal for all non-urgent business questions.

As the situation evolves, we'll adapt our response. We will keep you informed of any changes that will affect you.

Thank you for putting your trust in us as a building materials supplier.

Sincerely,



Rob G. Hoffman

President & COO