

To our customers/clients:

As a valued customer or client of Reitzel Insulation, we appreciate the trust you place in us and our people wherever we do business together. In the current environment, it’s important for all of us to monitor the rapidly-evolving situation involving the coronavirus or COVID-19, so we thought it would be helpful to provide an update on how we are handling the situation here at Reitzel Insulation.

**If you have or someone that you are in direct contact with has travelled outside of the country within the last 14 days, please notify us so that we can reschedule the date of our scheduled visit for the safety of our employees and they’re family.**

First and foremost, safety is always our first priority at Reitzel Insulation it’s the primary reason for our existence, and of course a shared value with our customers, vendors and partners as well. Therefore, out of a heightened state of caution, we have taken the following steps to address COVID-19:

• We have asked any employee not feeling well to stay at home and consult with their doctor and with us;

• We have adopted a “no physical contact” policy directed primarily at handshaking;

• We have limited business travel to only that essential to operating our business, and to conduct meetings by phone or video wherever possible;

• Employees who have traveled for business or personal reasons to any high-risk coronavirus area, have had family members who have done so, and/or who have been in proximity to anyone suspected of having or confirmed with the virus with in the last 14 days, to self-isolate at home for the next 14 days;

• We have communicated with our suppliers and partners these policies and asked them to apply similar guidance to their employees who might visit Reitzel Insulation offices or training locations.

We have also provided our employees with links official government websites such as [https://www.cdc.gov/coronavirus/2019-ncov/about/symptoms.html](https://cts.vresp.com/c/?IVESTrainingGroup/2c6a344883/9b7bb8f6b8/abc3c58464) and [https://www.cdc.gov/coronavirus/2019-ncov/about/prevention.html](https://cts.vresp.com/c/?IVESTrainingGroup/2c6a344883/9b7bb8f6b8/2993d55d9a)  for the latest guidance on personal hygiene and the COVID-19 situation.

Signed,

Management