



## Coronavirus (COVID-19) Pandemic Response

March 11, 2020

To whom it may concern,

We anticipate many of you have questions about our company's efforts to manage the Coronavirus (COVID-19) and how it may impact services and our business operation. T.C. Trading Company is committed to protecting the well-being of our staff, visitors, and business partners.

Every flu season, our senior management implements a set of protocols designated to prevent communicable sicknesses. Considering the recent news of the novel coronavirus, we have increased these efforts significantly. Every day, we closely monitor and analyze developments and statements from local and national health agencies and have taken action to comply with their directives for small businesses.

Health authorities tell us that to prevent the spread of Coronavirus, we must do the following. Here are the steps we are currently taking:

- Increase hand-disinfectant wipes and sanitizing stations throughout our facilities.
- Measure all employee's temperature with a digital forehead thermometer on daily basis.
- All visitors will not be allowed into warehouse or office building. Courier allowed in lobby for drop off.
- 6-feet apart social distancing enforced.
- Truck drivers are required to use hand sanitizer before entering drivers lounge and checking in.
- Every two hours, increase cleaning of high-volume, high touch areas, including paper towel dispensers, counter tops, computer keyboards, scanner guns, forklift/warehouse machinery, restrooms, staff kitchen, and all door handles is conducted in all warehouse facilities and business offices.
- Limit driver/visitor contact with staff by using plexiglass divider at warehouse front desk.
- Disinfect PPE with EPA-approved disinfectant fabric spray at beginning and end of shift.
- Require staff to wash hands frequently.
- Immediately distribute critical information to our staff and business partners when needed to prevent communicable sickness throughout our facilities.
- Avoid contact with sick people.
- Employee's will stay from work when ill and not travel in areas with high infection rates.
- Stagger employees' schedules and allowing employees to work from home when needed.

It's critical more than ever that we maintain these steps to slow the spread of Coronavirus. Business must go on... and I will do my best to help with this. The health and safety of my employees and customers will always be my most important consideration, especially in these challenging circumstances. We'll get through this and hopefully it will be over soon. In the meantime, please stay healthy. If you have questions or concerns, please don't hesitate to contact me directly at [tom@tctradingcompany.com](mailto:tom@tctradingcompany.com) or 360.332.5656.

My best,

Tom Hayes, President/CEO