

July 9, 2020

RE: **COVID-19 SAFETY GUIDANCE UPDATE**
Our Response to the COVID-19 Pandemic

In our continuing mission to combat the spread of COVID-19, Arizona Stone Brick Pavers and Solstice Stone have implemented new policies and measures to provide a safe and healthy environment for our customers and employees that comply with CDC, Arizona state government, and Nevada state government guidance.

The following are just some of the many safety features, policies and practices we have adopted in response to this pandemic.

- Safety glass has been installed in design centers and will call areas to assist in the physical distancing between customers and associates
- Social distancing signage is posted on design center walls and floor markings to measure safe distancing
- All associates are required to wear a face covering or mask when interacting with customers and other associates
- Cloth or paper masks are available for customers upon arrival
- Limits to the number of customers allowed in a design center at one time have been established to assist with physical distancing at every location
- Hand sanitizer is available in all design centers and will call areas to promote hand sanitation
- Physical distancing practices are exercised at all locations by maintaining a safe, social distance at all times between our employees and our customers
- Drive-thru will call service for our customers and vendors have been established to practice physical distancing so that drivers can remain in their vehicle during their visit
- No paperwork between customers and associates including the sharing of clipboards and pens are exchanged during any transaction
- Daily health checks are conducted for all employees as well as temperature checks before starting their shift
- Hand sanitizer is provided at every associate workspace and throughout the entire workplace to encourage employee hand sanitation while promoting proper hand-washing practices
- Every associate is required to sanitize his/her workspace at three scheduled sanitation times every day and update a digital sanitation log at each of the scheduled times
- A point person at each location provides oversight of sanitation practices and also sanitizes all operations, design centers and will call common areas including countertops, tables, chairs, door handles and stair railings
- A majority of our associates in corporate operations, purchasing and accounting are working remotely from home while providing excellent support and service to our customers
- Associates who remain working on-site maintain safe distancing between work stations and may only use their own work station and not use or touch anything on the work station of another associate
- Video conferencing is being used in place of in-person meetings with any member of our operations team
- Our entire sales team is committed to providing a safe environment for our customers while providing industry-leading customer service

We appreciate and respect the trust that all of our clients have placed in Arizona Stone and Solstice Stone and we will continue to deliver as we have over the past 17 years with the safety of all as our top priority.

Respectfully,

Bill Burke
President / CEO
