



# COVID-19 UPDATE

**March 22, 2020**

**AS A SUPPLIER OF PARTS AND EQUIPMENT TO THE PROPANE INDUSTRY, RMI IS *OPEN FOR BUSINESS* AND ABLE TO PROVIDE OUR CONTINUED SUPPORT TO YOUR BUSINESS!** WE HAVE MODIFIED OUR OPERATING PRACTICES IN REACTION TO THIS COVID-19 CRISIS INCLUDING:

- **Maintaining our normal business hours 7am - 5pm.**
- Cancelling any training events through April 26th.
- Eliminating all visits to customers and vendors. Our sales team will be working out of their homes for the next several weeks
- Eliminating all outside visitors to our facilities.
- Requiring employees to stay home if they are sick.
- Regularly scheduled cleanings and sanitation of our facilities and daily sanitizing/wiping down of work stations and high touch areas.
- Requiring employees to work from home as much as possible and on a rotating basis, which will significantly reduce the number of people working in our facilities on a daily basis.

**All orders will be processed and shipped as usual.** You may receive a phone call regarding any orders that are submitted via online, email or fax as well as any backorders. We want to confirm you will be open to accept delivery so that the order does not get delayed or held up at the shipping terminal because it could not be delivered.

**You may place orders by:**

- *Web:* [www.raymurray.com](http://www.raymurray.com)
- *Phone:* **800-628-5044**
- *Email:* [orders@raymurray.com](mailto:orders@raymurray.com)

***Special Note to Pick-Up Customers:***

Our pick-up counters will be closed to all face-to-face in-person traffic. Pick-up customers may come to our warehouses to pick up product, but we ask you to call ahead with your order and do not enter our building. When you arrive at our warehouse, you can call 800-243-5044 and we'll bring your order out to your vehicle.

*Thank you!*