



March 17, 2020

Dear Customers and Friends,

We wanted to reach out today to assure you that we are monitoring the coronavirus (COVID-19) situation and are working to meet the needs of our customers as well as provide for the health and safety of our employees. We are currently monitoring the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC) and the local health agencies for the latest developments and following the guidance of government and public officials.

RMI is open for business and able to provide our continued support to you and your business! At the same time, we recognize that the COVID-19 Virus has required all of us to be more mindful as we go through our regular activities.

- 1) Here are some general things that we are doing:
  - Eliminating all non-essential visits to customers and vendors. Our sales team will be working out of their homes and contacting you by phone and email for the next few weeks.
  - Eliminating all non-essential outside visitors to our facilities.
  - Cancelling any training events through April 26<sup>th</sup>
  - Having some employees work from home if possible.
  - Requiring employees to stay home if they are sick
  - Regularly scheduled cleanings and sanitation of our facilities as well as daily sanitizing/wiping down of work stations and high touch areas.
  - Keeping updated on and following policies and procedures recommended by the CDC.
- 2) All orders will be processed and shipped as usual. We currently do not anticipate any unusual shipping delays, but will keep you posted as things progress.
- 3) Special Note to Pick-Up Customers:
  - a. Our pick-up counters will be closed to all face-to-face in-person traffic. Pick-up customers may come to our facilities to pick up product, but we ask you to call ahead with your order. When you arrive at our facilities, we can bring the order out to your vehicle.

We appreciate your patience and understanding as we try to keep our employees and our customers as safe as possible. As always, thank you for your business and we look forward to serving you well into the future!

Sincerely,

Mike Hopsicker  
President & CEO

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