



December 8, 2020 Update

To our valued customers,

In response to the increase in COVID-19 cases across the US, we have updated the safety precautions we are taking across our F.W. Webb footprint. **As an essential business, our trade stores and wholesale operations across the Northeast remain open.** Below is an update on our operations and an overview of the steps we are taking to keep everyone safe.

We are committed to acting in a responsible manner, while ensuring that you get the service you need. Your health and safety and that of our employees will always be a top priority.

- Face masks are required at all of our 90+ F.W. Webb locations.
- We encourage you to place orders online or by phone/email. If you don't have a login to access your account online, request one [here](#). We will work to get you access as fast as possible. In an effort to limit direct contact, please get your pickup/will call orders at the warehouse door instead of entering our stores.
- Should you need to enter our stores you will be required to follow the following safety protocols posted in our counter areas: maintaining a distance of 6 feet between you and others, wearing a face mask, refraining from handshakes and other physical contact, and not entering our office area or warehouse. Anyone who does not follow these protocols will be asked to leave our premises.
- We continue to follow CDC/state guidelines across all F.W. Webb locations which, in addition to the measures noted above, include washing hands often and keeping frequently touched surfaces clean and sanitized.
- The health of every employee is being monitored daily. Employees who are sick, or whose family member(s) are sick, with cold or COVID-19 symptoms must stay home until they receive a negative COVID-19 test.
- Customers with colds, coughs or other symptoms, as well as those who have a family member in quarantine, may not enter any F.W. Webb location.
- Our Sales Representatives are available for virtual meetings, and by phone and email as always. For essential business matters, they are available for in-person visits following strict safety protocols.
- F.W. Webb business parties, seminars, conventions, trainings, gatherings, etc. have all been suspended.
- Deliveries to businesses and residences will be curbside only to reduce unnecessary contact.
- F.W. Webb employees are prohibited from taking international and domestic flights for business reasons.



F.W. WEBB COMPANY

*Serving the Northeast since 1866.*

Our Frank Webb Home showrooms continue to be open to personal visits and follow the same strict safety protocols. We advise scheduling an appointment ahead of time or meeting with a showroom consultant via Zoom. You can find more information and showroom contact details at [frankwebb.com](http://frankwebb.com).

We recognize COVID-19 as a serious health issue. Our management team is prepared and monitoring all situations that could impact our business on a daily basis. We will continue to update you about our response efforts as circumstances develop.

Stay well,

Jeff Pope

Owner and President

Bob Mucciarone

Chief Operating Officer

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