

ARIZONA TILE

March 30, 2020

To Our Valued Customer,

First and foremost, I would like to thank all our customers for your business and your patience as Arizona Tile has adjusted our operations and services in response to the rapidly-changing impact of COVID-19 on our communities and our business. We remain focused on our commitment to serve the construction industry while continuing all our efforts to provide a safe and healthy workplace for our employees and our customers.

Since our prior communication on March 16th, we have seen several additional orders put in place in each of the States where we currently operate. These changes to our operations and services can now be found by visiting the Staying Connected page on our website. In addition to direct communications going out to our customers from our Branches and Outside Sales Representatives, we will continue to update this page as soon as any additional changes occur. If you have specific questions about our operations or services during this time, please don't hesitate to call your nearest branch for further information.

Thank you again to all our customers and vendors for your continued support. Having served you for over 40 years, we will continue to use our best efforts to assist you during these challenging times. We hope everyone remains safe and healthy.

Sincerely,
Joe Kennedy
President

ARIZONA TILE

March 16, 2020

To Our Valued Customer,

Over the past several weeks, Arizona Tile has been closely monitoring the impact of COVID-19 both here in the United States and abroad. We recognize circumstances are changing each day and we will continue to commit the resources of our management and outstanding workforce to ensure we are employing every effort to maintain a safe and healthy workplace for our employees, customers and vendors. Additionally, we will continue to work proactively with our customers in order to minimize any potential disruption to the business we conduct with each other on a day-to-day basis.

Throughout last week, we took several additional steps to minimize the health risks to our employees, our customers and our vendors.

- In each of our locations, we significantly enhanced our daily cleaning protocol.
- We suspended all non-essential business travel.
- We reinforced our requirement for employees to remain at home if they are ill and enhanced those directions with specific lists of symptoms of COVID-19 and recommendations for monitoring one's health as set out by public health authorities.

We will continue to develop and implement additional precautionary measures, as well as plan for all possible scenarios impacting our operations. Currently, all our Arizona Tile locations remain open. This includes our distribution facilities and freight networks, which are running on schedule. If circumstances change and we determine the need to adjust business hours and services, or temporarily close a location, we will inform our customers as quickly as possible. Our Outside Sales force continues their efforts serving customers out in the field while ensuring to respect any restrictive parameters being implemented at this time. Everyone here at Arizona Tile remains readily available to work together with customers to find solutions, adapt to changing expectations and remain in touch with customers throughout this period.

In conjunction with our operations overseas, we are in daily contact with our manufacturing partners in all source countries. In many cases, and in particular prior to the current situation in Europe, we increased orders on many products in anticipation of a potential disruption. At this time, our inventory is very healthy, and we are cautiously optimistic we will be able to maintain availability through the coming months. As we continue to monitor conditions both here and abroad, we will be proactive with our customers in communicating any change to availability as early as possible.

Arizona Tile wants to thank all our customers and vendors for your continued support. We hope everyone remains safe and healthy. We will continue to take all necessary steps to protect our colleagues and customers, keep our locations clean and healthy and continue to support the many ongoing projects we supply.

Sincerely,
Joe Kennedy
President

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