



MEMORANDUM

March 24, 2020

TO: Our Valued Customers and Sales Representatives
FROM: Banner Faucet Company
RE: COVID-19 Action Plan

As many of you know, Banner Faucet Company warehouse and offices are located in Carrollton, within the boundaries of Dallas County, Texas. Dallas County has issued a "Shelter-At-Home" standing order for all the residents of Dallas County to shelter in place and not leave their homes, except for medical care and to obtain food or vital necessities. Another mandate of this order is that all "non-essential" businesses must close, and office personnel must remain at home or work from home. Plumbers, under this standing order, are cited as "essential" and so are their suppliers, therefore Banner will remain open.

At Banner Faucet Company, we value our employees as we would our own family and want to take every precaution for their health during this crisis. We have taken the following action:

- Remaining open with slightly shortened office hours.
- No more than two people at our office and warehouse at any time.
- Processing and shipping orders with a reduced number of staff.
- We will also not ship any orders on Wednesday, as we will have only one person at the office on Wednesdays.

Banner Faucet Company is doing everything we can to process and get your orders shipped in a timely manner, as well as complying with the standing Dallas County order. We ask for your patience and understanding during this difficult time. As soon as there are any announced changes by Dallas County, we will notify you and we will make adjustments accordingly.

Sincerely,

Ron Weaver
Vice President, Sales
Banner Faucet Company

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