



March 16, 2020

Dear Friends,

We've been forced to make some very tough decisions over the last few days regarding the safety of our employees and customers. With dire predictions that as many as two thirds of all Americans could be infected with coronavirus unless we take drastic measures, we at Torrcoco are doing our part. We've taken a couple of commonsense steps to limit the exposure of our employees and customers to each other, social distancing, with hopefully only a minor inconvenience to our customers.

First, we want to assure you that we are open for business and will be there for you providing the same services we have in the past.

To reduce the possibility that a Torrcoco employee could infect a customer and vice versa we're taking the following steps:

1. Our sales counters will be closed to all face-to-face in-person traffic. Counter orders should be phoned in and we'll bring the order to your vehicle.
2. All our inside branch sales and departments remain open. We're setting up a rotating schedule of sales personnel to work from home. We have the technology to forward extension calls to cell phones and our staff has home access to our computer system. It should be transparent to you.
3. We're eliminating all unsolicited face-to-face customer outside sales calls. If you have an issue and need a salesperson, we'll be there however for now we will be limiting sales outreach to phone and videoconference calls.
4. We're eliminating all face-to-face vendor sales calls at Torrcoco offices and branches.
5. We're making our showrooms by appointment only and have setup a rotating work from home schedule for our showroom staff, so everyone is available by phone or videoconference.
6. We are still making daily scheduled deliveries.

We hope this is all overkill and what we're doing turns out to have been unnecessary. If so, we know we've done the right thing for our employees, our customers, our community, and our country.

Joel Becker, CEO