



Dear Valued Customers and Vendors:

Eastern is closely monitoring the impact and progression of the COVID-19 virus. We are following all developments and advisories from the World Health Organization as well as the Centers for Disease Control and Prevention.

Our primary concern is, and always will be, the safety and health of our associates, customers, and vendors.

We are taking every precaution necessary to avoid the potential spread of coronavirus and have been communicating regularly with our associates advising them of the following:

- **Hygiene** - We are stressing the importance of good health hygiene to all associates.
- **Facilities** - We are cleaning and sanitizing all of our facilities daily, paying special attention to high traffic areas such as counter sales areas, bathrooms, break rooms, doorknobs, etc.
- **Social Distancing** - We have asked all associates who are able to work from home to do so. We have also asked any associates who feel sick to stay home and take the proper steps to mitigate the potential spreading of any illness.

To our customers: Eastern will always strive to exceed our customers' expectations. Our branches have sales staff working remotely to meet your needs. Our distribution associates at each Eastern branch continue to process and deliver your orders. As of right now, we see no reason for an interruption in service.

To our vendors: We ask that no outside visitors, including vendor or manufacturer sales representatives, visit any Eastern location until further notice. We are practicing social distancing at the recommendation of our company, state, and national leaders. We are also working with limited on-site staff at every location and must stay focused on the tasks at hand. Our branches will continue receiving shipments.

We want to assure everyone that we are taking every necessary precaution to avoid the potential spread of this virus while still focusing on exceeding our customers' expectations. Because of the fluid nature of this situation, information is subject to change without notice. We will continue to provide updates as they come. We want to thank you for choosing Eastern as the provider for your pipe, valve, fitting, plumbing and industrial needs. The best is most definitely yet to come.

Sincerely,

A handwritten signature in black ink that reads 'Kim S. Miller'.

Kim S. Miller
President and CEO



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