

PF Staff Update – COVID 19 Planning
March 23rd, 2020 4 p.m.

To our Preston Feather staff,

Here is an update on the status of our operations and schedules.

Summary

- Preston Feather will be open for business at all store locations. Governor Whitmer’s executive order today permits companies categorized as “essential businesses” (based on Federal guidelines) to continue operation. We understand we meet these guidelines, as do our suppliers and other building material suppliers in the industry.
- Preston Feather staff that can work remotely will work from home. Accommodations are being made for staff that cannot work remotely but have exposure concerns.
- All showroom and contractor desk retail sales doors will be locked and no inside customer traffic will be permitted. This protects our customers and our staff from virus exposure. Customers may call or email orders; products will be delivered or staged for customer pick-up outside the store.
- We will still see some delays in our supply chain as vendors in our supply chain adapt to state by state restrictions.

What You Can Do To Help

1. Call our customers to make sure they know we are open. Explain we must make the changes above to comply with Governor Whitmer’s executive

order. We will also update our web site, social media and send an e-news blast with news about operations status.

2. Contact Lori Lunger directly if you have any questions or concerns about safety, time off, or benefits. We are learning more about the practical application of the new Federal law to assist employees and businesses addressing COVID 19 issues. **Important: make sure you have updated your Open Benefit Enrollment with Lori now to ensure you have correct benefit coverage.**
3. Help with the implementation of the closed retail showrooms. Make it easy for customers to call in orders and develop a smooth process for walk-up customers to call us from the parking lot as needed.

As we talk with customers, suppliers and our employees we will continue to adapt to be as safe and responsible as possible.

Please contact me or Lori Lunger directly with your questions or concerns. I will be sharing more updates as information becomes available.

Thank you.

Kirk