

To: PF Team Members
From: Kirk Jabara
Subject: CO-VID 19 Coronavirus Planning – Update
Date: March 12, 2020

As we receive questions and gather more information, I will work with Lori Lunger to provide updates on how we're planning to keep our employees, their families and our customers as safe as possible from exposure or illness. I do expect more cancellations of events and some business activity slowdown as other businesses and communities take a very conservative approach to control the spread of coronavirus CO-VID 19. However, we have a strong backlog and limited exposure in Michigan at this time. We need to be safe and keep our business running as best we can.

I created a team to help me reduce our virus risk and risk to our business. Mike Leginski has agreed to help me coordinate our cleaning efforts and ensure we have supplies necessary for good cleaning and hygiene at each location. We also have a point person at each location:

- Gaylord: Stephanie Taylor
- Harbor Springs: Warren Wynn
- Traverse City: Andy Harteker
- Petoskey: Mike Leginski

Cleaning/Hygiene:

- Mike and our team took inventory of our cleaning supplies at each location and is identifying sources and substitutes where necessary.
- I have asked for new procedures for the next 60 days (or until further notice) to increase our cleaning and sanitizing efforts, including:
 - Ensuring necessary cleaning supplies or sanitizers are located in each common area and high customer traffic location (lunch rooms, training rooms, bathrooms, sales counters)
 - Twice a Day Cleaning
 - Disinfect inside sales counters, tables and touch down areas twice a day (noon and end of day)
 - Daily cleaning
 - High traffic door knobs/handles
 - Shared keyboards (Mike and Matt Habecker will provide guidance on how to do this properly)
 - Bathrooms
 - Daily Vehicle Cleaning
 - Disinfect steering wheels and handles.
 - Signage

- Hand washing reminders signage will be posted in bathrooms, lunch rooms and other appropriate areas (Mike Leginski to coordinate).
- We will also see if we can get additional help from our cleaning services.
- I need everyone to discuss this topic in our store huddles and pitch in to help as needed.

If You Have Symptoms:

- Please don't infect your co-workers by coming to work.
- Symptoms include:
 - Fever
 - Cough
 - Sore throat
 - Runny nose
 - Difficult breathing (severe cases)
- If you are concerned about potential unpaid time off due to extended illness, please contact Lori Lunger to discuss options. Your health and that of others is most important. We are committed to helping all our staff through this period of uncertainty.

Remote Access

- Matt Habecker and I have discussed how to ensure we can accommodate remote access to our business systems. Our investment in laptops, cloud-based Spruce software and our digital dispatch process – plus our large fleet of trucks and drivers - allows us to quote, process orders and deliver from every location to every builder in NW Michigan. In that way, we back up each location with resources from another location.
- Contact Matt if you have questions or need help planning how you might work remotely if needed.

Financial Planning

We need to anticipate what our builders and their homeowner customer needs are during this period of financial market uncertainty relate to the virus.

- I've asked Rachel Jabara and John Barb to work with Troy Bamberg to review all our customer accounts to identify any risks due to size, type of financing, and any potential for delays.
- Brent Vizina is ready to handle questions from customers if they run into concerns about cash flow. He will get Rachel Jabara, John Barb or me involved to help with creative solutions as needed.
- Our staff has done a great job managing our cash flow, and we have an extra line of credit to be flexible if it gets bumpy.

Store Hours, Operations and Meetings

- We are assessing all situation daily. Currently, our plans are to maintain normal business hours and operations.

- We will take necessary precautions meetings or training events.
- We will evaluate vendor training and travel on a case by case basis.

Please contact or Mike Leginski (mleginski@prestonfeather.com), Lori Lunger (llunger@prestonfeather.com) or me if you have further questions on our plans. I will provide additional updates as we have more information to share.

Kirk Jabara