



3/24/2020

To Our Valued Customers:

I am writing on behalf of Ace Distributing to assure you that the health and safety of our employees, customers, and communities remains our top priority. As the novel coronavirus 2019 (COVID-19) is having a bigger impact in the United States, including Pennsylvania, our thoughts are with all those who have been affected by the virus. Because this is a rapidly-evolving situation, we feel it is important to reach out to you about the steps we are taking across our company to help keep you, our employees, and our communities safe and healthy.

As part of our commitment to your health and well-being, we are carefully monitoring the COVID-19 situation and providing our employees with regular updates and guidance from the [Centers for Disease Control \(CDC\)](#), the Pennsylvania Department of Health, and the World Health Organization (WHO).

In an effort to protect the health and safety of our employees and customers and to ensure ongoing full operational capacity, Ace Distributing formed a COVID-19 Response Committee with representatives from each department in our company. This committee has been monitoring updates and holding discussions, as needed, in response to this ever changing situation. In addition to monitoring the status of the virus in our areas and CDC Recommendations, we have purchased a supply of disinfecting wipes, disinfecting sprays, vinyl gloves, tissues, and paper towels for employees to clean and disinfect surfaces in their office space and company vehicles.

In addition, effective 3/17/2020, we significantly limited the number of staff that are permitted onsite and have implemented staggered shift start-up times and breaks for essential personnel that must report to the building to avoid groups congregating within the warehouse and building. We have limited building access for all vendors, suppliers, and additional outside agencies except for essential services such as sanitation and equipment repairs and maintenance.

Given the current concerns related to COVID-19, we are increasing our cleaning, sanitation, and disinfection frequency above our normal daily standards. Our in-house sanitation team as well as our outsourced cleaning company have been conducting rigorous additional cleaning of all heavily touched surfaces and will continue to do so moving forward.

Ace Distributing is adding manual hand sanitizing machines at key areas throughout the building and we are reinforcing with our employees the recommended precautionary steps from the CDC to prevent the spread of germs. These guidelines include:

- Frequent hand washing using soap and water for at least 20 seconds.
- Maintaining social distancing of six feet.
- Avoiding close contact with people who are sick.
- Covering a cough or sneeze – preferably with a disposable tissue.
- Avoiding touching of the face – especially eyes, nose, and mouth.
- Cleaning and disinfecting frequently touched objects and surfaces.
- Staying at home if experiencing flu-like symptoms.

We are constantly looking ahead and taking the necessary steps to be prepared should this issue become a more significant concern for our regions. Ace Distributing will continue to implement preventive measures in line with the recommendations of the CDC and other health agencies.

Based on the guidance we've received and our general state of preparedness, we are confident our operations continue to be safe and ready to serve our customers. We will deepen our collaboration internally and with health and government officials, so we are prepared to take whatever steps may be necessary to ensure the safety of our customers and employees.

We value each customer and consumer that allows us to deliver for life's moments and we look forward to continuing to provide superior service and expertise to the industry.

A handwritten signature in black ink that reads "Adam Reeder". The signature is written in a cursive, flowing style.

Adam Reeder  
Chief Operating Officer  
Ace Distributing