

March 24, 2020

To our Valued Customers and Team Members,

Since 1939, Slakey has been dedicated to our mission of servicing our customers' HVAC and Plumbing needs, as well as, providing opportunity and job satisfaction to our Team Members. Slakey lives by our mission and this guides us as we face the unprecedented challenge of responding to the coronavirus (COVID-19) pandemic.

Many states are announcing "Shelter in Place", however, **Slakey and Columbia Manufacturing plan to stay open on our regular schedule**, as HVAC and Plumbing are "essential services" and critical infrastructures to homes, hospitals, grocery stores, etc. Effective immediately, we are enacting new processes and procedures to keep our Customers and Team Members safe.

Branches will remain open for will-call orders and continue delivering product to Customers. However, Wednesday, March 25th, showrooms and physical access inside our facilities will be suspended for Customers

- Slakey Team Members will be inside the Branch, fielding phone calls, emails, online orders, and faxes
- However, we will not be allowing face-to-face ordering of products at our counters
- Please place your order as outlined below
- Branch Delivery trucks to Customers are on normal schedule
- Will-Call: we will set your order on the dock and sign the paperwork for you... "Touchless"
- When coming to a Slakey Branch, please keep safe, 6-foot social distancing away from other Customers and Team Members
- Please do not shake hands with other Customers or Slakey Team Members

How to Place Orders and Ask Questions

- Storefront
- Phone
- Email or Fax

Warranty Parts

- No physical returns of warranty parts to Branches until further notice. We will honor the warranties...but ask you to keep the parts for the time being
- Reduce the spread of germs

CALIFORNIA | Bakersfield, Chico, Concord, Elk Grove, Fairfield, Fresno, Grass Valley,
Hayward, Jackson, Modesto, North Highlands, Rancho Cordova, Redding,
Salinas, Sand City, San Jose, Santa Cruz, Santa Rosa, Sonoma, S. San
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OREGON | Medford

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Corporate Office
2215 Kausen Dr
Elk Grove, CA 95758
Phone: (916) 478-2118
Fax: (916) 478-2035

Buying Up & Returns

- To be fair to all Customers, please do not to buy up on “hot” items and only purchase quantities for your current business needs
- Example: Air Scrubbers and other air purification products. We will not allow the returns of such products
- Example: Costco just enforced this with no returns of toilet paper and hand sanitizer
- Per our normal policy, we do not allow returns of non-stock, obsolete, damaged, or out-of-carton products. (Special, custom, and factory orders can only be cancelled if we are able to cancel the order with the factory. Factory re-stock fees apply)

Asking our Team Members to follow CDC recommendations (cdc.gov/COVID19)

- Stop handshaking – use other noncontact methods of greeting
- Practice regular, thorough hand washing often and use a hand sanitizer
- Avoid touching your eyes, nose and mouth with hands
- Start the practice of social distancing, stay at least 6 feet away from each other
- Suspend offering any food or beverages in stores (except vending)
- Team Members stay home if they feel sick, or have a sick family member in their home
- We have implemented specific guidelines for cleaning and disinfecting surfaces and we are ensuring all locations have an ample supply of disinfecting products

Limit “in person” meetings and gatherings

- Your Outside Salesperson will ask you your preference for a meeting via video conference, phone or in person
- Use video conferencing or phone calls for meetings when possible
- Postpone or adjust large meetings, gatherings, incentive trips, or training classes
- Postpone non-essential travel and air travel
- Asking our suppliers to use video conferencing or phone calls and not visit our locations

Thank you for your business and your partnership, as we get through this difficult and challenging time, together.

Chris G. Walters
President/CEO
Slakey Brothers

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