



## AN OPEN LETTER TO OUR CUSTOMERS

March 24<sup>th</sup>, 2020

We are doing our part to help keep America building and remodeling, while [following government guidelines](#) to help slow the spread of COVID-19.

**The safety of our customers and employees is always a priority.** Eagle Creek Siding continues to monitor [real-time updates](#) from [WHO](#), [CDC](#), the [White House](#), and the [Washington](#) Health Department. Our response to COVID-19 follows guidelines from the [CDC Environmental Cleaning and Disinfection](#) recommendations, [OSHA Guidance on Workplace Preparedness](#), and [CDC Guidance for Business Response](#). In locations where we have retail storefronts, we are changing hours to ensure adequate time for daily deep cleaning and disinfection.

**Our locations are open, and our full fleet stands ready to deliver materials for your projects.** The Department of Homeland Security has classified the construction industry as "[Critical Infrastructure Workforce](#)" which has a special responsibility to continue to report to work. [Hardware stores](#) and [residential construction](#) have been defined as "Essential Businesses" which are exempt from "shelter in place" declarations by state and local governments.

**We continue to see no disruptions in our supply chain.** Everyone on our team is working to ensure you receive your orders on time. Lead times remain normal, and we are collaborating closely with our lumber and building materials suppliers to ensure we can continue to meet your delivery expectations. All customers are encouraged to review your project schedules for Q2 and Q3 2020. Our experienced local sales professionals stand ready to help and ensure we remain your first choice from foundation to finish.

**Our business is staying open to ensure your business can keep building.** Please don't hesitate to ask how our employees can help your team during these challenging times. We are more than happy to hop on a teleconference, video conference, or visit your job site.

**We are happy to accept orders via telephone, email, and fax – and we're relaxing our credit card payment policy to enable customers to pay invoices and monthly statements via credit cards.** Our locations offer curbside pickup, and our drivers can provide reduced contact deliveries to your home or job site. Design center appointments can be scheduled at a time convenient for your clients, and can be conducted via video conference.

**Stay well and be strong.** We never know how strong we are until being strong is the only choice we have. The health and wellbeing of our employees, customers, suppliers, and all who visit our facilities is a priority. I wish you, your friends and family, and your community the best of health, safety, and wellness.

Sincerely,

James Drexinger  
Chief Executive Officer  
American Construction Source  
jim@acs-lbm.com