



March 24, 2020

Dear Valued Vendor:

Wallboard Supply Company has been closely following the recommendations of our health organizations and local governments in connection with COVID-19 (Coronavirus). As a building supplier, Wallboard Supply Company is an essential business in Massachusetts and we remain open, with some changes to our operations, to support our customers and community.

This communication is an update on our new procedures to better protect our team and yours as well:

Effective Immediately the following social distancing procedures for vendors and their deliveries will be in place for contactless deliveries, and we ask that you instruct your employees and delivery drivers to comply with the following.

1. All Vendors representatives are asked to refrain from visiting any Wallboard Supply Company locations in person until further notice. We welcome your emails and phone calls and will respond promptly to any issues that you may have.
2. Incoming delivery drivers are asked to please send an electronic shipping document to our locations prior to the arrival of any material. We ask that when your drivers enter our facilities that they park their vehicle safely, get out to unstrap the load (if necessary) and go back into their cabs and not to exit the vehicle again. An associate will unload the vehicle and communicate, without physical contact, that it is safe for them to exit our facility. We will email you a confirmation of receipt of material, along with pictures if there are any discrepancies or damage.
3. Delivery paperwork (Bills of Lading) will not be handled or signed. Our employees will be instructed to verify the Purchase Order of the incoming load verbally, verify that the load is correct as ordered, take a picture of the delivery, and will then unload without any further contact with your drivers.
4. We will notify you of any damaged material or shortages/corrections by email with attached pictures within 24 hours of delivery.

Safety remains our top priority, and we are committed to doing our part to help support our partners and neighbors during these challenging times.

Thank you for your continued partnership.

Sincerely,

Zach Whitten

VP, Operations