

March 18<sup>th</sup>, 2020

Dear Arizona Stone and Solstice Stone valued clients in Nevada:

Along with the world we have been closely monitoring the fluid situation with COVID-19. We understand the growing concern and our hearts go out to all impacted.

Arizona Stone and Solstice Stone have been taking necessary steps to do all we can as a small business to play our role minimizing the virus impact. The health of our team, families, clients, and community are our utmost priority.

Safety is at the forefront of our minds and Arizona Stone and Solstice Stone will be complying fully with the preventative guidance issued by Governor Sisolak on March 17<sup>th</sup>.

Following Governor Sisolak's guidance, our Design Center will be closed to the public for 30 days effective at noon on March 18<sup>th</sup>.

Our yard will remain stocked, staffed, and operational with a few important changes to protocol to protect the safety of our customers and personnel. These protocol changes comply with Governor Sisolak's guidance to "find a way to service your customer through delivery, driveway, curbsides pickup or front door pickup."

1. No customers will be allowed to enter into any Arizona Stone / Solstice Stone facility for any reason
2. All orders are to be placed by customers in advance via email, phone, or text only.
3. Required payments will be received at the customer's vehicle by Arizona Stone / Solstice Stone personnel using appropriate protective measures
4. All customer order pickups are to be scheduled in advance with customer providing notification via email, call, or text only.
5. During order pickups, a drive through system will be in place and all customers are to remain in their vehicle.
6. Arizona Stone / Solstice Stone personnel will greet customer from appropriate social distancing mark of 6 feet with customer remaining in their vehicle.
7. Arizona Stone / Solstice Stone personnel will go into office to get order pickup paperwork and then load customer's vehicle. There is to be no handling of paperwork or signatures required by the customer.
8. The Arizona Stone / Solstice Stone personnel will then move to an appropriate social distancing mark of 20 feet for the customer to exit their vehicle and strap up.
9. Alternatively, customers can continue to schedule delivery via an Arizona Stone / Solstice Stone truck in advance via email, phone, or text only.

Adherence to the above protocols is critical for the health and safety of our customers and personnel and also to remain in compliance with Governor Sisolak's guidance.

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Further, as part of our proactive approach we have enabled all members of our corporate operations team (purchasing, accounts payable, accounts receivable, management, etc...) with technology to work remotely from home. This necessary precaution minimizes risk of interruption in our corporate operations team and positions us to successfully serve our clients.

Our dedicated sales team remains available to serve you. We remain a committed trade partner and will not stop providing samples, product information, pricing, project consulting and order processing. This will require us to adopt more creative forms of communication than usual.

Arizona Stone and Solstice Stone sales associates will remain available via phone, text, and email. In a further effort to stay present for our clients, we are prepared for video calls, video conferencing, and video showroom tours as necessary and are actively working to roll out digital multimedia product presentations and digital CEU courses as soon as possible.

Arizona Stone and Solstice Stone as a locally owned and operated small business will not stop being a committed trade partner to our clients. A large part of this commitment involves maintaining supply of staple products for our customers. Taking a proactive approach, we will be making a large investment in increasing inventory of these staple products in the new few weeks to best ensure our clients' projects and livelihoods are not harmed by potential future national manufacturing disruptions.

We appreciate and respect the trust that all of our clients place in Arizona Stone and Solstice Stone and we will continue to deliver as we have over the past 17 years. We assure you that we will do so with the safety of all as our top priority and as the fluid situation evolves we will continue to communicate any additional measures.

Respectfully,

Bill Burke

President / CEO

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