I wanted to personally reach out and let you know that we are vigilantly implementing enhanced protocols to ensure the safety of our customers, vendors, and employees. As you know, 21st Century Distributing has weathered many of these crises over the past 35 years.

As a family business, we always strive to provide the best of experiences to our vendors, installers, and retailers; and will continue to do so during this current pandemic. To that end, we are taking dramatic steps to prevent the spread of this virus and ensure the safety of our customers, vendors, and employees.

Beginning Wednesday, March 18th and until further notice, 21st Century will be implementing the following policies:

**Picking up from 21st Century:**
To ensure limited exposure, we kindly request customers use our 24-hour will-call locations in Raleigh or Buford and/or curbside delivery to your vehicle at all of our locations. If you would like curbside delivery, simply call your branch as you arrive and your order will be delivered directly to your vehicle.

**Deliveries/Sales Calls:**
To ensure a healthy environment, while deliveries will continue, we are limiting travel and face-to-face sales calls for the safety of everyone involved. But rest assured that our sales representatives are ready and waiting for your phone call or e-mail to handle any of your supply needs. As always www.21stCenturyDist.com is ready to assist you 24/7. Have confidence that 21st Century is stocked with the inventory you need. We have been working hard to ensure inventory levels will be maintained and that we are equipped with the right products to support your business.

As for information regarding shipped and delivered packages, the World Health Organization (WHO) and Centers for Disease Control (CDC) have stated that the likelihood of catching the COVID-19 virus by touching cardboard or another shipping container is low.

**Cleaning in our Facilities:**
In order to prevent the spread of COVID-19 in our facilities, 21st Century Distributing is implementing new hourly cleaning procedures in each of our branches. In particular, we are paying special attention to interior touchpoints such as seats, phones, door handles, and other hard surfaces.

We are your partner through these uncertain times, and we will do our very best to operate as you would expect. Our employees are practicing all the best safety and hygiene practices as outlined by the CDC and WHO. These government agencies preach the importance of social distancing, sanitizing, disinfecting, not shaking hands, etc. 21st Century is adhering to all of these procedures daily at all of our branches throughout the Southeast.

We truly appreciate your business and support of 21st Century Distributing and we look forward to seeing you soon.

Donald Vicini  
President & CEO  
21st Century Distributing