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March 23rd, 2020

To Our Valued Customers, Faithful Vendors, Family and Friends of SCI:

RE: Updated Office Visit Policy

As the nation is dealing with the COVID-19 Pandemic, many of us are doing our very best to operate business as usual with little to no interruptions. Like most of you, we have had to change many of our daily routines in order to help protect our SCI family. Beginning today, March 23rd, 2020, SCI will implement the following policies:

A security door locking system has been installed on the front door of our office. Anyone wishing to see someone at our office will have to be let in by our office administrator. If you appear to be sick or are showing any symptoms, you may be asked to reschedule your visit for a later date. You may also be asked to wash your hands, use hand sanitizer and check your temperature prior to seeing anyone in our offices.

Vendors:

All Vendors must check in to the front office prior to coming on to the property. Even if you are performing a routine service, please check in prior to doing so.

Family & Friends:

SCI is currently asking that all family members and friends of our employees to please refrain from all visits unless it is an emergency. If you have a family emergency and need to speak with an employee, you must check in to our front office before coming on to the property.

Customers:

Any customer who is coming in for assistance with an order or project, or to make a payment on an order already in process, please inform the office administrator as to the purpose of your visit. We will continue to provide the same level of customer service that you are accustomed to from SCI since 1960! It would be extremely beneficial to office personnel for you to make an appointment prior to coming in. This will help eliminate any confusion as to the purpose of your visit. We ask that all customers utilize our conference room for any visit with an office employee. You will be directed to the conference room upon your arrival.

Solicitors:

SCI is currently not allowing any solicitation.

While these measures may seem to some as a bit extreme, SCI is committed to staying open for business in order to continue to provide jobs to our staff and products to our customers. We have made efforts to allow all employees who can effectively work from home do so and are limiting the amount of travel for our sales staff. We want to thank each one of you who have partnered with us for over 60 years. Our message has been and will remain a commonsense approach and not one of panic and chaos. The health and well being of our SCI family, our customers and partners will continue to be a top priority!

Sincerely,

R. Scott Ward

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