

ITC MILLWORK



PRODUCTS

SALES TEAM

OPERATIONAL UPDATE!

As promised, we strive to keep you informed as COVID-19 begins to have an increased impact on the health and safety of our community.

As of today, our operational procedures for **customer pick-ups** has changed:

- Orders must be placed via phone or email.
- We request that non-employees do not enter any of our facilities at any time. This is for your safety as well as our team members.
- No payments in cash or hand-to-hand exchange. Your sales rep can advise how this can be done over the phone and online.
- All customers are to remain in their vehicles until called for.
- Our staff will load paid in full materials from the loading area.
- Will call hours are 7:00 am - 2:30 pm, M-F
- Orders can be placed until 3:30 pm for pick-up the next day.

Additionally, we have postponed all plant trips and events. Our internal and external teams are diligently practicing all the CDC guidelines. For a reminder, those are:

- Washing hands often with soap and water for at least 20 seconds. If soap and water are not available, using an alcohol-based hand sanitizer.
- Avoiding touching eyes, nose, and mouth with unwashed hands.
- Avoiding close contact with others, especially those who are sick.
- Refraining from shaking hands with others for the time being.
- Covering a cough or sneeze with a tissue, then disposing of it properly in the trash.
- Cleaning and disinfecting frequently touched objects and surfaces.

Our drivers and outside sales staff will continue to minimize contact on job sites. As standard procedure, ITC Millwork takes pictures of goods and materials for delivery and return credit, so there is no need for someone to be present.