



## COVID-19

March 17, 2020

InSCO Distributing is closely monitoring the changing health concerns surrounding COVID-19. Ultimately the health & safety of our customers, suppliers, employees and their families are our top priority, therefore we are taking precautions consistent with CDC recommendations that may help to mitigate its impact.

### WORKPLACE

InSCO will operate a workplace that is safe for all our customers, suppliers & employees. All employees are required to disinfect their hands and frequently touched surfaces such as counter tops, door handles, tables, desks, counters, restrooms, and handrails at regular intervals.

### EVENTS

InSCO has instructed employees to cancel all work-related travel and attendance of pending conferences, trade shows or industry meetings. In addition, InSCO will be canceling all training and Lunch & Learn classes effective immediately as well as postponing branch events & counter days.

### MEETINGS

Lastly, InSCO is requesting that meetings – internal and external – be conducted via telephone or web-teleconferencing when possible. If customers have immediate needs that require in-person meetings – site visits, troubleshooting, emergency delivery – we will make ourselves available while at the same time, taking precautionary measures. We are also asking that our suppliers support us via email & phone during this challenging time.

### SERVICE

InSCO branches remain open, striving to provide the same high level of support that you have come to expect. Please help us mitigate risk by taking advantage of our pre-order and fulfillment methods:

- InSCO Text to Order – Text any branch number and that branch will receive your request
- Call In ahead of pickup – Call in and we will strive to have your ready when you arrive
- Email your order to [support@insco.com](mailto:support@insco.com)
- InSCO.com - Place your order online
- Will Call – Order your product, pull up and let us know you're here!
- InSCO Delivery – Please work with your branch for delivery options.
- InSCO Dockside (San Antonio -Freedom) - Ask for Dockside and we will walk you order out to your truck when you arrive

We believe that during challenging situations communication is key. Please keep us informed of any changes in your business so we can better serve you. We will continue monitoring this situation and will alert you of any changes with our business. Look for updates via email and social media.

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