

March 18, 2020

To our valued customers,

First Choice Distribution has always endeavored to supply quality products, extend superior service and offer competitive pricing to our customers. We feel that is what has distinguished us from our competition.

The changing landscape over the past few weeks, days and even hours, have created an uncertainty and uneasiness due to the COVID-19 pandemic. During this time First Choice Distribution is continuing to make decisions to do everything in our power to make sure that we can provide you with the products that you need.

Some of the things that we are doing to be prepared and safeguard our operation

OUR EMPLOYEES

- We are following guidelines for preventative measures provided by the CDC.
- We have asked our sales representatives to work from home as much as they can. Limit outside meetings and contact with others.
- Our customer service, buyers and merchandisers have the option to work from home. If they do come in to the office, we ask them not to leave until the end of the day. Warehouse and office employees are also asked to limit the number of contacts.
- We have asked our drivers to use gloves, disinfectant wipes and hand sanitizer after each delivery.

OUR CUSTOMERS

- We always will offer you what you have come to expect from us. Our Best
- We will continue to supply our customers first and foremost. We are currently not entertaining new customers until the pandemic is over.
- We ask that you would please continue to order in your normal quantities. This will ensure product supply and limited backorders. We have been ramping up inventory levels where needed and have ample supply in stock and on order in most cases.
- For specific products that have become hard to get due to unprecedented demand such as hand sanitizer, disinfectant wipes, masks, nitrile gloves etc. we will continue to send these product to the customers who have recurring use first, and then to our other customers when available.

For the last 51 years, the goal and first priority of management and all of our employees has been taking care of you, our customer's needs. We will continue to communicate any changing conditions that can impact our operations or service levels.

Sincerely,

Richard Johnson
General Manager



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Your Single Source Solution: Distribution plus Technology

————— *“The pursuit of quality has no finish line”* —————→