

March 17, 2020

Good morning,

Our EJH leadership team met this morning to discuss all of the most recent developments with the public health crisis due to COVID-19. As we are all too aware, we are living in uncharted waters that just weeks ago were unfathomable. The threat to our communities, our businesses, our health and well-being are quite frightening. We believe that our best response as a company and as an emergency services provider is to remain calm in these difficult days and to be hyper vigilant in adhering to the guidelines set forth by the Center for Disease Control (CDC) and the World Health Organization (WHO). We take that role quite seriously and are committed to doing all that we can to ensure the safety of each member of our team and their families as well as the safety of every client.

While these are truly unprecedented times, there are guidelines promulgated by the Equal Employment Opportunity Commission (EEOC) to help prepare employers to take the best steps to operate safely and responsibly. While the great majority of these guidelines employ simple common sense, we felt it necessary to review them and to reiterate our commitment to each of you. We, as One EJH, will:

- Continually update and enforce sanitary and health practices
- Encourage social distancing – the CDC defines social distancing as a conscious effort to reduce close contact between people to slow the community transmission of the virus
- Expand sick leave at ownership discretion and as necessary
- Communicate our best practices to our customers and clients
- Close the office and warehouses for a minimum of 24 hours if a confirmed case of COVID-19 is confirmed (This time will allow us to sanitize and disinfect our work space).

This decision to remain open is one that has been carefully deliberated and will continue to be evaluated, as the landscape for the foreseeable future will remain fluid. As a company we are uniquely positioned to help preserve the integrity of our communities. Our emergency services division will be critical to achieving that goal. Our team at EJH will remain fully engaged and ready to respond to any emergency and to assist our clients with damage from fire, flood, storm, mold, fallen trees, hail, vandalism, emergency board up services and more. We understand that situations such as these happen 24 hours a day, 7 days a week regardless of the current public health crisis. We also understand that many of our colleagues have had to close their doors or suspend operations. We are prepared to respond swiftly to any emergency and will be on call to protect our clients.

Our commitment to quality will remain steadfast. That is particularly relevant when it comes to our emergency board up services. For more than 45 years, we have always completed our board ups with great attention to detail and professionalism. Our board ups leave properties secure and virtually impenetrable. This is compelling in the face of the uncertainty in the days ahead. It is likely that we will see looting and pandemonium. The security of our homes and businesses will be at a premium. The security of our board ups always has been and will remain unparalleled in our industry.

EJH is also uniquely positioned to clean and sanitize commercial properties with Benefect and Benefect dcon30. This is a plant based, hospital grade disinfectant and we are using it daily in our office to ensure the health and well being of each member of our team.

Finally, and perhaps most importantly, we take our position as an emergency services responder very seriously, it is paramount to that responsibility that we honor all pricing that was reflected in exactimate prior to this crisis. We will never engage in gouging. We will honor pricing that would have been in place prior to the pandemic. Of course, as material costs may ebb and flow, those costs may fluctuate as dictated by the market.

We will remain diligent in adhering to the EEOC Pandemic Guidelines as well as all directives from our state and federal government. We will provide regular updates including links to any relevant sites. In the interim, please feel free contact Eddie Thornton, Director of Human Resources

Be safe. Be well.