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Dear Customer,

With the Coronavirus (COVID-19) pandemic now affecting most regions of United States, we're sending this communication to let you know that Advance Sign Group has already taken proactive measures to ensure the health and safety of our employees and customers while maintaining uninterrupted service.

Actions we have taken to reduce the risk of spreading COVID-19 include:

- Limiting visitors to our primary facilities to only those necessary, and doing what we can to ensure that visitors:
  - have not had recent travel to regions designated at high risk by governmental authorities,
  - are not under any current directive to be quarantined, and
  - are not themselves sick.
- Encouragement of, making provision for, and reinforcement of all CDC/government guidelines regarding health/safety actions required to maintain a healthy, virus-free workplace. This includes regular communication, posting of notices, and making supplies widely available to clean hands and work surfaces. In addition, we ensure that knowingly sick employees do not report to work, but instead utilize PTO benefits.
- Modification of eligibility for our Remote Work Policy for all employees who wish or need to work from home:
  - for the public good,
  - to assist in the care of children whose schools have been closed, or
  - to adhere to quarantine requirements or government directives to remain at home.
- Communication to our entire installer network about
  - their own workplace health and safety practices,
  - CDC and other governmental guidelines as may apply to the local jurisdictions in which they operate, and
  - customer-specific and/or jobsite specific requirements to ensure the health and safety of our customers, their employees, and their customers.

We have also taken the following steps to ensure that our customers continue to receive the high-service level they have come to expect from ASG, including:

- Equipping our entire Project Management team with laptops, vpn connections, mobile phones, and other supplies necessary to work remotely.
- Keeping our manufacturing operations open and maintaining backup capacity at remote locations.
- Increasing inventory levels to ensure that supply chain disruptions do not interfere with production requirements.
- Maintaining close contact with our 1000+ network of installers to provide multiple layers of geographic coverage throughout the USA.

While many of these items are standard business practice at ASG, we want you to know what we're doing to help our associates, our customers, and the community at large during these challenging times.

Please feel free to reach out to us if you have any questions. We're here to help.

Regards,

Paul Rackoff  
COO