

OPERATIONAL PERSONNEL GUIDANCE:

This COVID-19 customer policy is to maintain a safe work environment for our employees, customers, and communities we operate in. We are wholly committed to providing quality products and superior service. **Thank you in advance for your patience and continued support as we work to minimize the COVID-19 impact.** As circumstances change or new information becomes available, this policy will be reassessed and updated accordingly.



Our drivers are instructed to **stay in their vehicle as much as reasonably possible** when making deliveries.



All personnel must maintain at least **6 ft of distance** between others, including delivery personnel, forklift drivers, and customers, and avoid physical contact.



PPE is **mandatory, including gloves**, on all jobsites and **remember not to touch your face**.



Loader/driver will sign the name of the receiver at the job site or at the facility on the delivery ticket in order to maintain proper social distancing. Staff are not to share writing instruments.



Customer must wear gloves when coming in contact with TCC equipment, including trucks, moffetts, or other materials. Please refrain from unnecessary contact with our equipment.

CONSTRUCTION SITES & FACILITIES

NEW ORDERING & CURBSIDE PICK-UP

While our facilities remain open for business, we have closed our offices to outside guests and are offering curbside pick-up and loading:

- **Call-in your orders** ahead of time & inform delivery staff that they will not be able to enter the building for any reason (including restrooms).
- **Curbside pick-up details and paperwork process** will be explained at the time of placing your order. There will be signage on the door with a phone number to call when you arrive for assistance loading.
- **For the health and safety of everyone**, please remain in your vehicle while we load your order. Load securement remains the customer's responsibility, please properly secure your order for safe transportation.

MANDATORY VISITOR SCREENING



Effective immediately, no unscheduled visitors are permitted at any TCC Companies facility. If scheduled, essential visitors must call prior to arrival to confirm the visit is still approved or expected.

- Scheduled **essential visitors** may be allowed to enter the office or facilities for the safety of our employees after being prescreened by a Manager.
- All visitors must be verbally prescreened **daily** using the COVID-19 Screening Form questions:
 1. Have you had international travel within the last 14 days to or from Australia, Brazil, Canada, China, Cruise Ship Travel, Iran, Israel, Japan, Malaysia, Countries in Europe, South Korea, United Kingdom and/or Ireland?
 2. Have you had a fever (100.4 or higher) in the last 48 hours?
 3. Do you have a persistent cough?
 4. Are you experiencing shortness of breath?
 5. In the last 14 days have you had any known contact with someone with a confirmed diagnosis of COVID-19, or under investigation for COVID-19?

IF THE ANSWER IS YES TO ANY OF THE QUESTIONS ABOVE, THE INDIVIDUAL IS NOT ALLOWED TO ENTER THE FACILITY.

TCC Companies Statement on COVID-19

Our company and industry are very much a people-first business. As the situation with COVID-19 (coronavirus) continues to evolve, the health of our team members, customers and communities remains our priority. We have instituted measures to help protect our team from exposure to COVID-19 and mitigate the potential spread of the virus.

As we navigate through this, please know we are committed to taking care of our employees, their families and our customers. Our response plan ensures critical positions within our company are covered so we can continue to meet and exceed our customers' expectations. This situation is constantly evolving and as things change, we will be in communication.

We are all in this together.