



## Customer Advisory

At Thornton Brothers, it is our job as a leading supplier of janitorial, packaging, and safety supplies to plan for any challenges and disruptions to our customers' supply chains. It is always our goal to help our clients keep their environment healthier and safer. Today, monitoring the effects of the coronavirus (COVID-19) and its potential impact on your business is at the top of our list.

First and foremost, the safety of our customers, employees, and community is our number one priority.

Secondly, as you are probably aware, due to what we view as panic in the marketplace some of our supplier partners are currently out of, or are allocating, many disinfecting products such as sanitizers, wipes, sprays, and some paper products. We do not foresee this supply shortage being a long-term issue as our suppliers are working hard to rectify the situation. In the interim, we are working to allocate the supplies that we do receive, first to our customers that were already buying these products, and then on a first come first serve basis.

We have put precautionary measures in place to mitigate the risks associated with COVID-19. At this time, our office will remain open and operational; however, we will not be allowing anyone other than our employees to enter our building. Please contact your sales consultant or our customer service team if you have any questions.

We will continue to monitor this serious and fluid situation and will update you on any plans or changes as new information is made available. Most of all, we will continue to work with you to ensure all your janitorial, packaging, and safety supply needs are met.

Thank you for your trust!

Sincerely,

A handwritten signature in black ink, appearing to read "W. Clay Gilbert".

W. Clay Gilbert  
President  
Thornton Brothers, Inc.