

Covid-19 Response Updated 3/26/20

Dear Valued Community Supporter, Customers, Neighbors and Friends,

Like you, we are continuing to monitor the latest news about the coronavirus. We are all navigating the day to day challenges related to the pandemic and want you to know that we are taking precautionary measures to deal with this unprecedented situation.

According to the State of Massachusetts Essential Services order, Food and Agriculture: (Workers who support the manufacture and distribution of forest products, including, but not limited to timber, paper, and other wood products) can remain operational. While we remain open during the stay-at-home order put in place by Governor Baker, we are updating our procedures to comply and better protect ourselves, our families, our customers and our community.

As we mentioned in our initial response, we are following guidelines the authorities and CDC have put in place to protect our staff, customers, and community.

In our workplace:

- We continue to practice safe distancing as well as frequent hand washing and sanitizing throughout the day.
- Our physical location is closed to the public. We are limiting foot traffic amongst employees to enforce social distancing protocols.
- Our office has one worker that will stop in as necessary to complete some tasks, however taking orders will be completed remotely. Even still we continue to constantly and regularly disinfect our offices and vehicles including door knobs, steering wheels, phone systems, tables, desks, etc. as necessary.
- Our drivers and staff are reminded not to touch their faces and have gloves available to them.

For our customers and community:

Starting Friday, March 27, 2020 until further notice, the following protocol will be strictly followed:

- All transactions are to be completed by phone. You can call 978-692-7985 to place your order.
- Your order can be paid for via credit card over the phone or by check/cash upon delivery. If paying by check or cash we ask that you please leave your payment in a pre-designated area for our driver to pick up without handing it directly to them.
- There is to be **NO** driver to customer contact whatsoever. We prefer you remain in your home during delivery but if you must be outside please keep at least 12 feet of social distance while your mulch is delivered.
- When you call to place your order, we will discuss a pre-designated drop off location for your mulch.

Our goal is to provide you with the same level of service as we always have in the past. By nature our delivery service is both remote and outdoors, both of which allows for social distancing. With your help we are fortunate enough to be able to continue serving our community in a safe and responsible manner that doesn't stray too far from our "normal" service flow. Thank you for your understanding.

Remember, if you can, local businesses in your community need your support now and in the future. Most importantly, please be safe and stay healthy.

Best,

Ray Wilson Bark Mulch