



Important COVID-19 Update

March 22, 2020

If you have any further questions, please contact your Customer Service Representative, or reply to this email.

Thank you for continuing to *Take Pride* with Roscoe!

Dear Customer,

Roscoe provides an essential service and it is our intention to continue providing products and services that our customers rely on during this COVID-19 crisis.

In response to our government-mandated lockdown, we are asking our customers to let us know if their business is also considered an essential service. Examples of essential services are:

- Health care and public health operations
- Human services operations
- Essential infrastructure
- Stores that sell groceries and medicine
- Food, beverage and cannabis production and agriculture
- Organizations that provide charitable and social services
- Media
- Gas stations and businesses needed for transportation
- Financial institutions
- Hardware and supply stores
- Critical trades, including plumbers, electricians, exterminators, cleaning and janitorial staff, moving and relocation services, and more
- Mail, post, shipping, logistics, delivery and pick-up services
- Educational institutions (for purposes of facilitating distance learning, performing critical research or performing essential functions)
- Industrial Laundry services
- Restaurants for consumption off-premises
- Supplies to work from home and supplies for essential businesses and operations
- Transportation for purposes of essential travel, including Uber and Lyft
- Home-based care and services
- Residential facilities and shelters
- Professional services, such as legal and accounting services
- Day care centers for employees exempted by the executive order
- Manufacturing, distribution, and the supply chain for critical products and industries, including pharmaceutical, technology, waste pickup and more
- Critical labor union functions
- Hotels and motels, to the extent used for lodging and delivery or carry-out food services
- Funeral services

If you have a form for anyone entering your facility, please email it to your Customer Service Representative (CSR) so your Route Service Representative (RSR) will have it ready upon his arrival.

If you are open and do not want your RSR to enter your facility, at a minimum, soiled uniforms and printer wipers should be gathered together and placed in a designated area for the RSR to pick up. However, Roscoe does have established procedures for the careful handling for soiled merchandise, so it would be best if we collected it.

Please contact your CSR ASAP by replying to this email and let us know if your business is to remain open, and whether your days and hours of operation have changed

We will continue to communicate changes as they occur and ask that you do the same.

We thank you for your business and value our partnership.

Jim Buik
President
