



ROSCOECOMPANY.COM • 773-722-5000  
3535 West Harrison St. • Chicago, IL 60624-3705

UNIFORMS • FLOOR MATS • LINENS

ISO 9001:2015

April 3, 2020

Re. Hygienically Clean Merchandise Update - Coronavirus - COVID-19

Dear Customer,

During these difficult times, I would like to recognize the amazing spirit of cooperation among our team members, suppliers and customers. All have worked diligently and contributed to our ability to continue to deliver hygienically clean merchandise using extraordinary precautions. Designated as an essential business by the Department of Homeland Security and state governments, Roscoe is continuing to meet our customers' needs.

Roscoe is providing weekly status updates via email and including them on the COVID-19 page of our website [eroscoe.com](http://eroscoe.com). Please provide your Customer Service Representative with **your email address and cell phone number**, and the email address and cell phone number of a second member of your team in case you are sidelined.

The **CDC recommends that frequent hand washing with warm water and soap for at least 20 seconds** is the most effective way to reduce the spread of COVID-19. Contact Roscoe to install soap dispenser service at your facility.

Communicating with Roscoe any of the following status changes is critical to maintaining continued service to your essential businesses:

- Notify us immediately if you have had a **suspected or confirmed exposure to COVID-19** at your facility or someone who works for your organization has had a suspected or confirmed exposure to COVID-19. We will instruct our team members to take additional precautions handling your soiled pick-up.
- Alert us to any **changes in your schedule**, open and close times or **additional requirements** for hygienically clean merchandise. If your merchandise leaves our facility and cannot be delivered due to a schedule change, Roscoe must assume it is soiled and reprocess it which could delay a future delivery and put undue burden on our Production team.
- Inform us of any **additional precautionary measures** your organization has implemented to include changes in PPE, delivery instructions and additional security so we can adhere to your new protocols and make our delivery and soil pickup as seamless as possible.
- If your **facility is not operating or closed to outside suppliers**, we can arrange to meet a representative outside of your facility to deliver hygienically clean merchandise and pick up soil. If your organization is not currently operating, Roscoe would like to deliver hygienically clean merchandise or at the very least, pick up soiled merchandise so it does not become damaged requiring costly replacement.
- If you have **soiled merchandise that may be a fire hazard** due to spontaneous combustion (print or shop wipers, bar mops or dust mops) and you are not operating, please contact us to make arrangements for Roscoe to make a soil pick up.

If you have additional questions, please contact your **Customer Service Representative listed on our invoice** or me at any time and we will provide you with the latest information available. Thanks again in your trust and confidence as we take pride in serving your needs!

Respectfully,

James W. Buik

President - 773-533-2450 - [jimb@eroscoe.com](mailto:jimb@eroscoe.com)