



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

UNIFORMS • FLOOR MATS • LINENS

ISO 9001:2015

April 21, 2020

Re: Roscoe April 20<sup>th</sup> COVID-19 Update

Dear Customer,

I hope this letter finds you, your family, and your colleagues in good health. I continue to be heartened by the dedication and spirit of cooperation among our team members, suppliers, and customers. All have worked diligently and contributed so that we can continue to deliver hygienically clean merchandise using extraordinary precautions.

We are providing regular status updates via email and including them on the COVID-19 page of our website eRoscoe.com/COVID-19. To receive the emails, please provide your email address to your Customer Service Representative. We also request you provide your Customer Service Representative with your cell phone number in case an urgent situation arises.

**One of Roscoe's team members tested positive for COVID-19.** When the team member learned they had close personal contact outside the workplace with an individual who tested positive for COVID-19, the team member was tested and quarantined. While at work, the team member practiced CDC virus mitigation protocols to include social distancing, wearing a face covering, gloves & cover garments, and regular hand washing & sanitizing. We have been in contact with any customers potentially impacted. **We are not aware of any additional exposure to customers or team members.**

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. For areas that do not have access to a sink, Roscoe has secured additional inventory of Alcohol-Based Hand Sanitizer for use with wall mounted dispensers. **Contact your Customer Service Representative to arrange for installation of soap or sanitizer dispensers at your facility.**

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

- Notify us **immediately** if someone who works for your organization or has been at your facility has a **suspected or confirmed exposure to COVID-19, or is being tested for 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 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 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 merchandise leaves our facility and cannot be delivered due to a schedule change or a closure, Roscoe must treat it as soiled and reprocess it which could delay a future delivery, and puts an undue burden on our Production team.
- If your organization is **not currently operating**, Roscoe would like to deliver hygienically clean merchandise to prevent a special delivery when you re-open, or at the very least, pick up soiled merchandise so it does not become damaged requiring costly replacement or **create a fire hazard due to spontaneous combustion**.

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)