

WALTER MORRIS COMPANY

Heating and Plumbing Expertise Since 1922

To our valued customers and partners:

As we continue to monitor the COVID-19 pandemic, the health and safety of our employees and their families, as well as our customers and business partners, remains our top priority.

This week, President Trump and the U.S. Department of Homeland Security (DHS) issued a [Coronavirus Guidance for America](#) identifying plumbers as "essential critical infrastructure workers" as our nation responds to the threat of COVID-19.

Supporting our community

As a supplier of essential goods and services, our customers depend on us for urgent needs such as hot water heaters, boilers, ventilation and plumbing supplies. We take this responsibility very seriously and are taking every precautionary measure to ensure continued operations.

Supporting our customers

Our warehouse will remain open and our customer service team is ready to assist you. Be assured that our business partners will also continue to operate. At Walter Morris Company, we are committed to doing all we can to serve you, so you can serve our communities and those in need.

Safeguarding our people and operations

Our leadership team is committed to taking steps to ensure the safety of our team, our families, and our customers. As an essential business, we believe it is important to provide an update on the state of our operations, how we are addressing your safety, and the safety of our community.

To that end, the following is an overview of our operations and the precautions we are taking to continue operating in the safest way possible:

Employee Safety: We have implemented social distancing protocols and continually remind our employees to use good hygiene practices, including frequent hand washing. If an employee experiences symptom such as fever or respiratory infection, they are instructed to seek medical treatment immediately.

Touch Free Pickup:

For the safety of our customers and our staff we will be practicing a "touch free" pickup system.

Will Call Staging - Orders will be pulled and ready for you when you arrive.
Curbside Service - Call upon arrival and we will bring your will call order to you.

Work from Home: We have shifted our sales and customer service teams to a remote model with no disruption to you. Our customer support teams are actively monitoring the phone lines and are here to assist you.

Enhanced Cleaning Protocols: We are stepping up our standard cleaning and incorporating robust disinfecting procedures across our office and warehouse. This includes using every possible precaution to keep frequently touched surfaces clean and sanitized.

Suspending Travel and In-Person Meetings: Until further notice, we suspended all employee travel. Our team will conduct business using all available technology options. All meetings, counter days, seminars, conventions, trainings, and gatherings have been suspended. Although, our Sales Representatives will not be making in-person visits at this time, as always, they are available by phone, text, and email.

We extend our best wishes to you and your families as we all work through this unfortunate situation together. Please stay safe and let's all make sure we look out for each other, now more than ever.

Thank you for your continued support of Walter Morris Company.

Stay well,



Cullen McCarthy
President

