

April 8, 2021 Update

To our valued vendors,

In response to COVID-19, we are committed to acting in a responsible manner, while ensuring that you get the service you need. Your health and safety and that of our employees will always be a top priority. As an essential business, our trade stores and wholesale operations across the Northeast remain open. Below is an update on our operations and an overview of the steps we are taking to keep everyone safe.

- Across our locations, we are following CDC/state guidelines and making sure that safety precautions are being taken in the workplace. This includes maintaining a distance of 6feet and wearing a face mask in states or cities where required. Safety protocols are posted at each of our sites.
- Following strict safety protocols, our Sales Representatives and General Managers are available for in-person visits once again.
- R.I.M. Plumbing & Heating Supply trainings, seminars and gatherings are allowed as long as they follow their state's gathering limits and CDC guidelines such as wearing face masks and social distancing.
- To observe CDC recommended social distancing practices, we ask employees to refrain from shaking hands.
- Business partners with colds, coughs or other symptoms, as well as those who have a family member in quarantine, may not enter any R.I.M. Plumbing & Heating Supply location.
- The health of every R.I.M. Plumbing & Heating Supply employee is being monitored daily. Employees who are sick, or whose family member(s) are sick, with cold or COVID-19 symptoms must stay home until they receive a negative COVID-19 test.
- R.I.M. Plumbing & Heating Supply employees are prohibited from taking international or domestic flights for business reasons.

•Our showrooms continue to be open to the public with strict safety protocols in place. You can find more information and showroom contact details at [www.rimsupply.com](http://www.rimsupply.com).

We recognize COVID-19 as a serious health issue. Our management team is prepared and monitoring all situations that could impact our business on a daily basis.

We will continue to update you about our response efforts as circumstances develop.

Stay well

Richard Campbell, Jr.  
President