

To Our Valued Customers, Vendors, Suppliers and Employees,

We understand that there is a growing concern as to the impact of the coronavirus (COVID-19) as it is evolving and we learn more about it. There continues to be an influx in new information each day and recommendations being released by the government, local health officials and the CDC. As a trusted business within your community and one that provides in-home services, we are fully engaged in staying in constant communication with everyone and will be implementing necessary precautionary protocols with your safety in mind.

During this period of uncertainty, we appreciate the opportunity to update you on the protective measures that TWD is currently putting in place in order to prepare for our period of shut down between March 20th and April 5th. As a company, we will be taking a stance to minimize the spread by:

- We will personally be contacting all of our current customers which we have active projects going on for and working with them to provide a safe and agreeable schedule of completion of your project.
- All new projects that have not started will be paused temporarily and efforts to reschedule will be made once our local communities have lifted the heightened security recommendations.
- Upcoming estimate appointments that are currently on schedule will be paused temporarily as well, and will be rescheduled to the weeks ahead.
- Our company will be taking necessary action to keep our office staff safe by minimizing open business hours over the days ahead, while having management available remotely via phone to help answer any questions or concerns, process necessary payments and payroll, as well as maintaining this open line of communication with you.
- Know that any new inquiries for appointments, whether it be for project estimates, warranty consultations, and the like will not be scheduled within the coming few weeks ahead. We will strive to stay in communication with you and schedule for foreseeable dates in advance as we know more.
- We are providing our employees with up-to-date information to keep them informed and aware throughout this situation.

If you need to communicate with our office at any time, please know that you can do so by reaching out to one of our team members below, by going to <https://www.twdaz.com/contact/> and filling out the form with any questions, via email to info@twdaz.com or by calling our office at (623) 544-1211. All calls outside of business hours are routed through our after-hours receptionist, so that your message may still be taken by a live person. Any questions regarding on-going projects should be directed to your dedicated project manager.

Ralph Campa	Austin Ansbach	Marco Torres	Steve Norby	Jennifer Crompton	Jamie Whittaker	Todd Whittaker
Project Manager	Project Manager	Project Manager	Sales Manager	Office Manager	Accounting & Payroll	President
(602)799-2666	(623)522-6559	(602)799-2423	(623)980-5529	(602)618-5404	(602)722-2987	(602)722-2808

We are confident that by taking these proactive measures now and working together that we will all get through this collectively and will resume business in a healthy manner. We encourage you to join us in following public health officials and the CDC in their recommendations as they are made available. Thank you for your trust in our business.



OFC 623.544.1211
FAX 623.544.8317

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www.TWDAZ.com

2400 W. Union Hills Drive, Suite 110
Phoenix, Az 85027

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