



November 1, 2020

Valued FloorMasters Customers and Partners,

Many of you run essential businesses — stores, restaurants, gas stations, financial institutions and also your homes. Some of you are facing challenges through this unprecedented shutdown. None of us could have foreseen the scenarios we are now facing together.

As we continue to navigate the changing times posed by this pandemic, our goals remain the same. **The safety of our employees and our customers is our top priority.**

Whether FloorMasters employees are performing work in your homes, your businesses, in the field or in our office, we are enabling them to do their jobs as safely as possible to keep things running.

Our dedicated team is proudly meeting our pre-pandemic service-levels for you. We are focusing on safety, including social distancing protocols and elevated cleaning procedures and we're continuing to do this without interruptions. Though work environments have changed, our commitment to you, your home and businesses remains the same.

I wish you and your family, employees and partners safety and good health in the weeks ahead.

Regards,

MaRhonda Newman

VP, FloorMasters