

# OPEN FOR BUSINESS

March 17, 2020



## To Our Valued Customers:

In light of the current pandemic declared by the World Health Organization and the state of emergency declared by the Governor of the State of Maine, we want to take this opportunity to let you know how we at Hammond Lumber Company are taking steps to continue to provide products and services to our loyal customers and to support our employees and communities in this time of rapidly changing circumstances.

Working within the recommendations of the federal and state Centers for Disease Control and other agencies, we are continuing to serve our customers, who rely on us for their livelihood, to the best of our abilities in 21 locations at this time. We are proud of our industry and our hard-working employees for how they have responded to the intensifying circumstances and taken appropriate actions to safeguard the well-being of society.

**Our number one priority is the safety of our employees and customers.** At the same time, we know that you have relied upon Hammond Lumber Company in past emergency situations to provide supplies and support to our communities. We understand our role and responsibility as a local business resource in keeping our communities and homes safe, secure and functioning.

To ensure the safety of our employees and customers, we are taking these proactive measures:

- Last week, we put together a **Coronavirus Prevention Team** that actively monitors internal and external sources for current updates on COVID-19. They are working around-the-clock to assist our branch managers in protecting the health of our employees and customers.
- We have increased the frequency of cleaning and hygiene protocols in high-touch areas with CDC-approved disinfectant. We have also increased the deployment of antibacterial hand sanitizers.
- Our employees have been updated with recommended safety steps and have been advised to stay home if they feel ill, have recently traveled or have been around others who are sick.
- We have implemented social distancing and enhanced hygiene measures, including thoroughly washing hands for at least 20 seconds, intensifying cleaning measures, avoiding handshakes and other physical contact, and using tissues when coughing and sneezing.
- Our employees receive ongoing briefs and up-to-date statuses on our company efforts in averting the spread of the Coronavirus.
- We have asked our vendor sales reps to minimize their visits to all branch locations.
- We are prepared to act swiftly should we be notified of a case of COVID-19 at one of our branches.

We have also recently established a **Supply Chain Stabilization Team**. Their function is to observe patterns, forward-think source of supply issues and create continuity plans for potential vulnerabilities. The team is communicating at a high-level with mill owners, manufacturers and distributors. Now more than ever, our 21 branch locations state-wide are working as one team to fulfill customer orders using our aggregate inventories, vendor partners and best-in-class, inter-branch transfer system. Currently and into the foreseeable future, we have the capability and capacity to serve you even with the possibility of "panic-buying".

Our mission has always been to serve and better our communities, and to do so safely with quality service, pride and teamwork.

We are here to help – our goal is to continue to provide service to you within the constraints of the current pandemic and within the restrictions placed on us by the governing authorities. We will continue to provide essential products and services needed to support our builders' livelihood. We are fully equipped to support you with deliveries directly to your jobsites or homes.

We encourage you to place orders online through our website or via phone with any of our salespeople. You can also email [sales@hammondlumber.com](mailto:sales@hammondlumber.com).

Going forward, we also need to support the real heroes: our hospitals, medical providers, support staff, first responders and many others who always give their service selflessly.

Thank you for your continued support. If you have any questions, concerns, information to share, we ask you to please reach out. **We will get through this together as a team.**

Sincerely,

A handwritten signature in black ink that reads "Michael J. Hammond".

**Mike Hammond**  
President/CEO

[mhammond@hammondlumber.com](mailto:mhammond@hammondlumber.com)

## 21 LOCATIONS ACROSS MAINE

Auburn • Bangor • Bar Harbor • Belfast • Belgrade • Blue Hill • Boothbay Harbor  
Brunswick • Bucksport • Calais • Camden • Cherryfield • Damariscotta • Ellsworth  
Fairfield • Farmington • Greenville • Machias • Portland • Rockland • Skowhegan

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