

March 24, 2020

To our Valued Clients and Trade Partners:

We are continuing to monitor the latest developments related to the novel coronavirus (COVID-19), including updates from the Centers for Disease Control, World Health Organization, and individual states and localities. Our highest priority remains the safety of our customers and employees. We are committed to continually revising our policies and procedures to accomplish this goal, while also providing the best service possible considering the challenging circumstances.

We would like to thank every member of our community for doing their part to help stop the spread. Mosaic continues to frequently clean and sanitize equipment along with enforcing physical distancing policies. Our Sales, Marketing, Operations, and Customer Service staff continue to work remotely where possible and Mosaic encourages anyone exhibiting signs of illness to stay home.

Some additional changes we are making in response to recent developments:

- Effective 03/24/20, our Design Centers will be available for virtual appointments **only**. At this time, we feel it is best to eliminate Design Center traffic to help ensure the safety and well-being of our employees as well as our clients. We are increasing our virtual appointment capabilities and are pleased to announce that by the end of this week all Design Consultants will have the ability to conduct design consultations through Skype, FaceTime, and Google Duo. The initial feedback on our virtual appointments has been outstanding and we are confident your clients will be pleased with the service and results.
- Location hours will be as follows-
  - Counter/Warehouse- 7:30am-4:30pm Monday through Friday (drive-up, “no contact” pickup procedure in place).
  - Design Centers- 8:00am-5:00pm Monday through Friday (virtual appointments only, Design Centers closed to foot traffic).
  - Saturdays- Closed through 04/18/20. We will continue to monitor over the upcoming weeks and will advise if any additional changes in Saturday hours are required.
- Several states (including Maryland and Virginia) have issued orders to close non-essential businesses. We have reviewed the appropriate guidelines and confirmed Mosaic is classified as an “essential” business through the Construction Supplies and Materials category. We will continue to remain open offering the services listed above while we monitor local and national correspondence for any changes to these guidelines.

As a reminder, our Sales Teams are equipped with the latest technology allowing them to offer CEUs, product presentations, virtual meetings and conference calls via Skype and other platforms. Samples, binders, and literature can be ordered electronically and shipped directly to trade partners or their clients.

Please do not hesitate to reach out directly if there is anything our company can do to assist you during this challenging time. We will continue to provide updates and communicate changes as needed. It remains our goal to be the best partner possible and we thank you for your continued support. Please stay safe and healthy.

Connect with us:

