



Oldcastle BuildingEnvelope®

A CRH COMPANY

Dear Valued Customer,

We want to provide clear communication to you about the status of Oldcastle BuildingEnvelope and our workforce as an “Essential Business.” We have been in communication with numerous state and local municipalities to ensure we are acting responsibly to best serve the communities we support. As an Essential Business, the services and work we perform are declared necessary to the operations and maintenance of essential infrastructure, as defined by the U.S. Department of Homeland Security memorandum titled, “Identification of Essential Critical Infrastructure Workers During COVID-19 Response,” issued on March 19, 2020.

Our Essential Business designation releases our employees from shelter in place orders, so they can perform essential critical work related to finishing out the building envelope, which provide security for entryways and maintains appropriate environmental conditions inside buildings and homes. To minimize the impact to you, we have been in direct contact with key vendors in our supply chain, and we have assurances that our supplies of critical components are currently at normal levels. We are also able to shift production to other Oldcastle BuildingEnvelope plants within our extensive network when and where necessary. While this is subject to change because this is an everchanging time in our society, we will remain vigilant in ensuring we do everything possible to maintain our ability to manufacture products.

Additionally, we remain steadfast in our commitment to meeting your needs and keeping everyone safe. In doing so, we have adopted the following guidelines for our business:

For Customer Pick-up

- Following the Centers for Disease Control guidelines for 6’ feet of social distancing
- Limited, or in some cases prohibited gathering in entrances and common areas
- Modified Will Call procedures to limit exposure and allow for more frequent sanitation

For Oldcastle BuildingEnvelope Deliveries

- Continue to deliver in the markets where we have a delivery fleet
- Instituted additional safe practices and social distancing protocol

As outlined in our prior communication, we strive for Zero Harm in our workplaces every day. All employees have been directed to stay home if they are unwell or directly exposed to COVID-19. We’ve asked each team member to honor this directive in good faith. In the event of a medically confirmed case of COVID-19, we have a contingency plan in place to immediately close and properly disinfect the plant.

We want you to know we are open for business and are here to serve you during this unprecedented time. Thank you for your business and making Oldcastle BuildingEnvelope the leading North American supplier of value-added, glazing-focused interior and exterior products and services for over 30 years.

Sincerely,

Nathan Crech
President
Oldcastle BuildingEnvelope®