



**More Than
A Lumber Company**

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3315 Brady Lane ■ Lafayette, IN 47909
(765) 474-1388 ■ www.henrypoor.com



2665 Maple Point Drive
Lafayette, IN 47905
(765) 447-4663
www.flooringexp.com

To our valued partners, friends and family,

While Henry Poor Lumber and Flooring Express have faced many challenges in our long history, we are in an unprecedented situation as we continue to watch the rapid spread and impact of COVID-19. The health and wellbeing of our customers, team members, subcontractors and communities is our top priority. Know that we are constantly monitoring the evolving COVID-19 recommendations and safety precautions and we are following the direction of the Centers for Disease Control (CDC) and local health authorities.

It is our responsibility to take action to protect our community and our team. We are actively engaged in preparations to minimize the impacts of this virus while also taking care of the business needs of our customers. We are taking precautions in maintaining our facilities and fleet to prevent illness and the potential spread of the virus. We have limited travel and are discouraging any vendor or customer visits to our facilities. With the recommendations provided by the CDC we feel it is in our community's best interest to make the following operational adjustment until the CDC restrictions are lifted and conditions improve.

- Effective at 6PM Friday March 20, 2020 we will suspend all technical visits, measures, product installations and deliveries inside, any occupied homes until further notice.
- We will continue to proceed with caution on all new construction deliveries, jobsite visits and scheduled installations. This applies to new construction projects only.

We do not anticipate disruption in sales and service support currently but recognize this is an extremely fluid situation evolving daily. We will constantly monitor developments and keep you informed of any potential impacts as this situation evolves.

While we navigate this situation together, know that we are committed to assisting you and our team with any need that may arise. We are all in this together

Thank you for your commitment and partnership,

The Henry Poor Lumber and Flooring Express Team