

**Corporate Office**

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March 23, 2020

**Janitors Supply Order Prioritization Program**

Janitors Supply is implementing an order prioritization program due to the declaration of a pandemic by the World Health Organization (WHO), and a national emergency disaster declaration by President Trump for critical products to fight this virus. This program will ensure our capacity is used to provide illness related products such as disinfectants, hand sanitizers, soaps, masks, tissue, and more to fight COVID-19 in a timely manner. Our prioritization program will temporarily increase the lead times on other products such as equipment, hardware, receptacles, accessories, and other durable goods.

**Here are the details of our prioritization program:**

- Orders dating back to Thursday March 12<sup>th</sup> 2020, are included in this Prioritization Program.
- All orders for life-sustaining businesses will be filled first then all other non-essential businesses will have their order filled.
- We will continually re-evaluate and communicate any changes to this program as the situation evolves.
- Once the prioritization program is suspended, we will begin fulfilling orders for all other items in the order they were received.

During the prioritization period, we will also be implementing these order policies:

**Returns:** Because we are increasing production to meet market needs, we will not accept non-defective returns of any illness related products sold to our customers.

**Samples:** All sample orders are suspended to maintain focus on fulfilling open orders.

**Order Add-Ons:** No add order add-ons will be accepted. A new order will need to be placed and will go into our standard order processing queue.

**Order Cancellations:** We will not accept the cancellation of any orders that have gone into our production process.

We want to assure all of our customers that we are doing everything we can to provide the products needed at this time. We understand that this program may disrupt business in the short-term but we believe it's the right thing to do for public safety. Our teams are meeting daily to assess the situation and make the necessary decisions to maximize both production and fulfillment as we work through these times of increased demand.

Please work with your Janitors Supply sales representative or contact Customer Service if you have any questions.