

March 20th, 2020



Dear customers,

At Glacier Tanks we are deeply concerned about the safety of our customers, employees, and community. We are actively taking steps to help reduce the spread of COVID-19 (Coronavirus). **Please note, we are currently working at full capacity to meet our customer's needs. Any changes to our working status will be updated and communicated when necessary.** Below we have laid out a few of our action items that will be in effect.

- **Our walk-in store will be closed, will call orders only.** Our walk-in store will no longer be open for shopping until the outbreak has fully passed. You must have a pre-paid will call order if you plan to come to our store. If you need assistance with product selection, our customer service department is available via phone.
- **Reduced staff on site and transitioning to remote work.** We will be reducing on-site staff, which is part of our plan to reduce transmission risk for our company and community. This will allow our employees to temporarily work remotely and self-isolate but may result in some delays for customers while we get used to our new temporary strategy.
- **Increased sanitation and disinfection.** We have increased our sanitation and disinfection cycles to multiple times per day. All doorknobs, shipping equipment, checkout equipment, computers, etc. are all sanitized on a consistent basis in order to protect our employees and customers.
- **Increased site security.** With reduced staff can come a heightened security risk. We have an automatic alarm system and an active 24-hour video and audio surveillance system to keep our staff and your equipment safe.
- **Online orders will continue to be shipped.** You can continue to receive the parts and equipment you need via non-contact delivery through FedEx or USPS.

Glacier Tanks greatly appreciates your patience during this crisis, and we wish you and your families the best during these turbulent times. Updates will be emailed whenever there are changes to our temporary policies, and when normal operation has resumed.

Sincerely
Glacier Tanks Team

