

March 24, 2020

To our Valued Customers and Team Members,

Since 1948, Gensco has been dedicated to our mission of servicing our customers' HVAC needs, as well as, providing opportunity and job satisfaction to our Team Members. Gensco lives by our mission and this guides us as we face the unprecedented challenge of responding to the coronavirus (COVID-19) pandemic.

Many states are announcing "Shelter in Place", however, **Gensco and Columbia Manufacturing plan to stay open on our regular schedule**, as HVAC is an "essential service" and critical infrastructure to homes, hospitals, grocery stores, etc. Effective immediately, we are enacting new processes and procedures to keep our Customers and Team Members safe.

Branches will remain open for will-call orders and continue delivering product to Customers. However, Wednesday, March 25th, showrooms and physical access inside our facilities will be suspended for Customers

- Gensco Team Members will be inside the Branch, fielding phone calls, emails, online orders, and faxes
- However, we will not be allowing face-to-face ordering of products at our counters
- Please place your order as outlined below
- Branch Delivery trucks to Customers are on normal schedule
- Will-Call: we will set your order on the dock and sign the paperwork for you.... "Touchless"
- When coming to a Gensco Branch, please keep safe, 6-foot social distancing away from other Customers and Team Members
- Please do not shake hands with other Customers or Gensco Team Members

How to Place Orders and Ask Questions

- GenscoCustomer.com
- Gensco App on Apple & Android
- Phone
- Email or Fax
- Gensco Text to your local Branch phone number

Encourage Online Bill Pay

- We encourage you to take advantage of our electronic bill pay options to continue our Social Distancing Efforts. Invoice and Statement payments can be made electronically through GenscoCustomer.com/myAccount. Please contact your Sales Representative or Credit Manager for any assistance

WASHINGTON	Tacoma, Auburn, Bellingham, Bremerton, Everett, Kennewick, Kirkland, Olympia, Seattle, Spokane, Yakima, Vancouver
OREGON	Bend, Eugene, Hillsboro, Medford, Milwaukie, Portland, Salem, Tigard
ALASKA	Anchorage
MONTANA	Billings, Missoula
IDAHO	Boise

Corporate Office
4402 20th Street East
Tacoma, Washington 98424
Phone: (253) 620-8203
Fax (253) 926-2073

Warranty Parts

- No physical returns of warranty parts to Branches until further notice. We will honor the warranties...but ask you to keep the parts for the time being
- We will continue online warranties on GenscoCustomer.com/newWarranty
- Reduce the spread of germs

Buying Up & Returns

- To be fair to all Customers, please do not to buy up on “hot” items and only purchase quantities for your current business needs
- Example: Air Scrubbers and other air purification products. We will not allow the returns of such products
- Example: Costco just enforced this with no returns of toilet paper and hand sanitizer
- Per our normal policy, we do not allow returns of non-stock, obsolete, damaged, or out-of-carton products. (Special, custom, and factory orders can only be cancelled if we are able to cancel the order with the factory. Factory re-stock fees apply)

Asking our Team Members to follow CDC recommendations (cdc.gov/COVID19)

- Stop handshaking – use other noncontact methods of greeting
- Practice regular, thorough hand washing often and use a hand sanitizer
- Avoid touching your eyes, nose and mouth with hands
- Start the practice of social distancing, stay at least 6 feet away from each other
- Suspend offering any food or beverages in stores (except vending)
- Team Members stay home if they feel sick, or have a sick family member in their home
- We have implemented specific guidelines for cleaning and disinfecting surfaces and we are ensuring all locations have an ample supply of disinfecting products

Limit “in person” meetings and gatherings

- Your Outside Salesperson will ask you your preference for a meeting via video conference, phone or in person
- Use video conferencing or phone calls for meetings when possible
- Postpone or adjust large meetings, gatherings, incentive trips, or training classes
- Postpone non-essential travel and air travel
- Asking our suppliers to use video conferencing or phone calls and not visit our locations

Thank you for your business and your partnership, as we get through this difficult and challenging time, together.

Chris G. Walters
President
Gensco, Inc.

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