



As of March 19, 2020

As a valued Aetna Plywood customer, we wanted you to be aware of the actions we are taking to minimize the spread of infection, and to ensure we continue to meet your needs during this difficult time. Our first priority is the health and safety of our customers, our employees, suppliers and all other business partners. We are enforcing the public policies prescribed to prevent personal infection, we have heightened disinfection processes at all of our facilities, and we are creating appropriate social distancing in our facilities.

**WHAT ARE WE DOING?**

- All five Aetna facilities are fully functioning.
- All five warehouses are open and processing and shipping orders as normal.
- All deliveries are being made on existing delivery schedules.
- Customer orders may be picked up at our facilities. Please see procedures listed below.
- Our sales teams are available through phone and emails.

**WHAT ARE WE NOT DOING?**

- We have suspended all business travel by our employees until further notice.
- Our Sales Representatives, Specification Representatives and Product Managers will not have any in-person meetings until further notice but will be available to our customers via phone and email.

**WILL CALL PROCEDURES**

- Customer orders may be picked up at our facilities with the following changes to reduce transaction time and create personal space using the following protocols:
  - Place orders in advance to give the warehouse staff time to pick orders before your arrival.
  - When you arrive at our facility, please call the appropriate number listed below.
- When picking up orders, please stay in designated areas as directed by warehouse staff.
- Access to office areas is restricted to Aetna employees only, unless otherwise arranged with management.
- Restrooms are for employee use only.

<b>AETNA PLYWOOD, INC. CORPORATE</b> 1401 St. Charles Road Maywood, IL 60153 PH: 708.343.1515 Fax: 708.343.1616	<b>AETNA PLYWOOD, INC. ROCKFORD</b> 2112 12th Street Rockford, IL 61104 PH: 815.968.0921 Fax: 815.968.4720	<b>AETNA PLYWOOD, INC. INDIANAPOLIS</b> 6350 Brookville Road Indianapolis, IN 46219 PH: 317.353.6281 Fax: 317.356.3503	<b>AETNA PLYWOOD, INC. MINNESOTA</b> 4250 Otter Lake Road White Bear Lake, MN 55110 PH: 651.407.2800 Fax: 651.407.2801	<b>HORN LUMBER CICERO</b> 4700 W 19th Street Cicero, IL 60804 PH: 773.847.7397 Fax: 773.847.7798
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- Branch phone numbers for Will Call orders are as follows (these will also be posted on our doors which will remain locked until further notice):
  - Maywood: 708-343-1515
  - Rockford: 815-968-0921
  - Indianapolis: 317-353-6281
  - White Bear Lake: 651-407-2800
  - Horn Lumber: 773-847-7397

## HOW DO YOU COMMUNICATE WITH US?

- Call or fax our offices:
  - Maywood: 708-343-1515 Fax: 708-343-1616
  - Rockford: 815-968-0921 Fax: 815-968-4720
  - Indianapolis: 317-353-6281 Fax: 317-356-3503
  - White Bear Lake: 651-407-2800 Fax: 651-407-2801
  - Horn Lumber: 773-847-7397 Fax: 773-847-7798
- Sales and Specification Representatives are available via telephone or email as normal.

Due to the fluidity of the situation, and as we anticipate any needed changes, we will keep you updated as we move forward. We stand ready to provide you with the best materials and the best service to meet your needs. Thank you for your continued support.

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