



# COVID-19

coronavirus

## TO OUR VALUED CUSTOMERS AND PARTNERS

We are in unprecedented times with the current state of affairs and while the biggest fear is the unknown, we want to let you know that Royal is still here for you. We are taking every precaution to ensure that our employees and partners are safe and while COVID-19 has altered how we conduct our business and interactions with you, we will continue to provide quality service and support.

**INVENTORY** – We are proactively adding to our inventory and are working to carry several months of additional inventory and SKUs. If you have critical pieces to your business, please let us know how we can help. Nothing is too small or too large to be considered.

**TRAINING AND SUPPORT** – While we know face-to-face interactions are severely restricted, we will be offering virtual “lunch and learns” or other seminars that will cover a variety of topics and technology. A formal schedule will be coming out very soon but should you need more specific application support to your facility and processes, we can do a private, virtual conference call with you and your team.

**LOGISTICS** – Our trucks are still moving at full capacity and in these hard times, we can deliver to your facility the same day if your needs demand it.

**COUNTER/WILL CALL** – Our offices are currently closed to visitors and guests. Should you need any material picked up at Will Call, please call our office and someone will meet you curbside with your order.

*This is a fluid situation and we are adapting as information becomes available to us and as your companies update and modify policies. We will get through this together and we wish you and your loved ones a safe and healthy future.*

*Your Royal Inland Empire Team*