

From: [Shelby Sutphen](#)
Subject: RE: COVID-19 Update for Sutphen Sales & Dealer Network
Date: Thursday, June 18, 2020 4:46:00 PM
Attachments: [image002.png](#)
Importance: High

Sutphen Dealer Network,

While state and federal guidelines relax and businesses reopen, we must remain vigilant.

The rules and regulations put forward in the email below on May 4 have not changed. We continue to find the critical need to follow those mandates and best practices.

As we continue to follow those mandates, we also see the need to implement new regulations and limitations to reduce risk; ensure the longevity of our business; and, most importantly, maintain the health, safety and well-being of everyone who makes the Sutphen Experience what it is.

From this point forth and until further notice, we will be limiting visitors to one dealer representative and two customer representatives per fire department per visit.

This will be the new standard for mid-inspections and final inspections, with digital pre-constructions still strongly encouraged.

We will rely on our dealer network to communicate with our shared customers that these are the new Sutphen regulations and procedures.

This was not an easy decision to make. Bringing customers to our facilities, guiding them through the purchasing process and welcoming them to our family is what separates the Sutphen Experience from the rest. It is the root of our business model and it is what we have brought to customers for 130 years. However, it is now imperative that we see the long-term necessity of this plan.

With the continual enhancements of our digital capabilities, this temporary transition will become easier, but if you have any questions or need additional guidance, please contact me.

We thank you for your understanding and commitment to the safety and well-being of our business and the entire, extended Sutphen family.

Thank you,
Shelby

Shelby S. Chambers
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From: Shelby Sutphen <ssutphen@sutphencorp.com>
Sent: Friday, May 1, 2020 4:36 PM
Subject: COVID-19 Update for Sutphen Sales & Dealer Network

Good afternoon,

As state and federal guidelines change, Sutphen is continuing to take steps to not only ensure the safety, health and well-being of our employees, dealers, customers, vendors and business partners, but also comply with government mandates and best practices as part of the Responsible Restart Ohio Protocol and Pennsylvania law.

As part of both the Responsible Restart Ohio Protocol and Pennsylvania law, Sutphen will begin allowing customer visits beginning next Monday, May 4th.

While visits are allowed, everyone must remain vigilant and steadfast as we navigate COVID-19 and its effects.

This vigilance starts with understanding that regulations and recommendations vary state-to-state, and it is essential that Sutphen and its visitors comply with Ohio and Pennsylvania law, depending on the facility.

See below for the non-optional, government mandates and best practices visitors must follow beginning Monday, May 4, 2020.

Temperature Checks

- All visitors will be required to have their temperatures taken before entering the building

Face Covering/Mask Requirements

- All visitors will be required to wear face covering prior to building entry
 - If a visitor does not have a face covering, a mask will be provided

General Requirements

- Monitor self for symptoms before visiting the facility. If you are sick or have a temperature, do not come to the facility
- Maintain social distance (6 feet) – Be mindful of common spaces like restrooms, break areas, conference rooms, etc.
- Wash hands and use hand sanitizer often

- Avoid touching your face, cough/sneeze into elbow
- “No mask, no work, no service, no exceptions” – Ohio Governor Mike DeWine

While businesses across Ohio and Pennsylvania are mandated to follow the laws and requirements outlined above, Sutphen is implementing additional mandates of its own across all facilities.

Pre-Constructions

- We continue to recommend that pre-constructions take place in a virtual setting when possible. With virtual capabilities that will not inhibit the pre-construction experience, we are confident in our employees and dealers to create the one-of-a-kind Sutphen Experience we value so greatly.

Mid-Point and Final Inspections

- We recommend that you communicate with your customers what to expect when entering the facility. We do not want customers to be discouraged or taken back when required to wear a face mask or have their temperature taken.
- When visiting, we recommend that you and your customers bring only essential personnel. Avoiding large groups will help us remain in compliance with regulations and mandates.
- Please thoroughly communicate with Sutphen that you and your customers will be visiting

Sutphen Employee Travel

- We are continuing to enforce our non-essential travel policy that has been in place

As we navigate these rules and regulations, we hope to give our dealers a sense of normalcy through various webinars and online training programs.

We thank you for your understanding and commitment to the safety, health and well-being of our entire, extended Sutphen family.

Have a great weekend!

Best,
Shelby

Shelby S. Chambers

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