

March 19, 2020



To all of our customers, industry partners, and friends:

Due to the ever-changing nature of public health concerns caused by the COVID-19 Coronavirus and in the best interest of health & safety for our entire community, we will be implementing the following changes in our day-to-day operations effective immediately, or as soon as possible, so that we can continue to provide the best services possible for as long as possible.

BE SMART

BE CLEAN

LIMIT EXPOSURE

1. Eliminating all non-essential face-to-face meetings with customers, suppliers, and subcontractors until further notice. We will embrace and utilize all modern technology available to us and continue to provide outstanding customer service and communication through email, pictures, virtual meetings, and any other methods deemed appropriate for the situation. We will work with suppliers to have samples delivered to our customers to ensure the selection processes run as smoothly as possible. We will challenge our local showrooms and designers to create innovative solutions to continue offering design consultations. We will up our game when it comes to initial site visits for future projects, taking accurate notes, pictures, and enlisting the assistance of our customers when necessary to ensure everyone has as much information as possible in an effort to provide accurate estimating for future projects. In addition, we will perform virtual walkthroughs with our customers to ensure all projects underway are running smoothly and with the same level of craftsmanship and attention to detail that we have been accustomed to over the years.
2. Limiting cross contact among subcontractors on jobsites. The nature of our business puts us in direct contact with many different people on a regular basis, and this is compounded when we go from job to job. We are challenging everyone to be smart about not exposing ourselves or others to undue risk. We all want to continue working, and we all understand the need for social distancing right now. We are asking all of our employees, suppliers, and subcontractors to limit their exposure to employees from other companies and other trades while sharing a jobsite. We have always been able to share jobsites without close contact. Let's up our game on this practice. Keep a safe distance from others at all times while still performing our tasks efficiently.
3. Limiting our exposure to customers. Our customers place a tremendous amount of trust in all of us when they let us into their homes and let us into their lives. We will take the extra steps necessary to be sure that we are not bringing additional risk to them. Avoid close, direct contact with customers unless it's absolutely necessary. Beginning next week, we will provide portable toilets on ALL jobsites and we will stop using customers bathrooms until further notice. We will provide hand-cleaning wipes on all jobsites and in Bronson Construction vehicles, and we will be instructing everyone to clean their hands at the beginning of the day, at the end of the day, and in periodic intervals throughout the day. This will include requesting everyone to wipe down door handles and other objects that are frequently touched by others.

As of today, all of our suppliers and subcontractors continue to remain open for business, and we will strive to provide everyone with the same services and support as we have always done. Supply chains are still running normal operations. As things change, we will continue to communicate with everyone in an effort to remain one strong team with the same goal. We look forward to working with each & every one of you today, tomorrow, and into the future.

Thank you

David Bronson
Bronson Construction, LLC