



River City Wood Products, LLC

Dear Valued Customer:

As the novel coronavirus, COVID-19, continues to spread worldwide and within the United States, we at River City Wood Products are taking proactive steps to ensure the health and well-being of our employees, customers and communities. With the effects of the outbreak being felt more each day, we wanted to reach out and share updates about our industry and what we have been doing so you know you can continue to rely on us. To date, the virus has had minimal impact on our day to day operation. We are continuing to maintain good lumber and pallet inventories and all shipments continue to be delivered on time, as scheduled.

- According to Homeland Security the packaging industry, which pallets fall under, has been deemed “essential” and “critical” to our nation’s supply chain and needed to support manufacturing, packaging, staging and distribution operations.
- We have proactively distributed essential office staff, assigning some to work remotely and dividing others to work modified shifts that don’t overlap, in order to minimize contamination and infection risks.
- We’re encouraging all employees to take common-sense health precautions recommended by the Centers for Disease Control and Prevention (CDC) such as frequent hand washing and sanitizing, avoiding events with large crowds of people, and practice social distancing. We have brought in portable handwashing stations to promote additional hand washing and have provided disposable nitrile gloves that can be used to minimize exposure.
- We’re requesting that our employees stay home if they show COVID-19 symptoms or have been in contact with someone who has and self-quarantine for at least 2 weeks in order to minimize the spread of the virus.
- We have eliminated all non-essential visits to our facilities and offices by vendors and customers at this time as well as eliminating all of our employee travel.

While it is impossible for anyone to predict the spread of COVID-19 and fully understand its impact, it does not change our focus on continuing to serve you. Our goal is to prevent any service disruptions as a result of the COVID-19 outbreak.

Take care and please let us know if you have any questions.

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