



Corporate Office:
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March 17, 2020

To our valued customers, business partners and friends:

It goes without saying that these are extraordinary times. We wake up each day with new challenges, challenges that most of us were not prepared for. We are quickly learning that disruption and uncertainty are every day experiences and this may continue longer than any of us imagine.

Our simple goal during these turbulent times is to ensure the safety and well-being of our employees, customers, and our communities. This, while striving to service our customers in the manner you have become accustomed to and in the manner that we pride ourselves in.

To this end, we are immediately implementing the following:

- Our Continental Sales Team will minimize their travel as much as possible. Before a Sales Team member comes to your office or other location to meet with you, they will contact you by phone to confirm the appointment and that you are comfortable meeting with them. Appropriate social distancing should be exercised during all meetings.
- At our loading facilities, plants and terminals, we encourage the use of our Self Service Loading kiosks. Sanitizers will be positioned by the kiosks and we ask that drivers use the sanitizers before activating the SSL and again after completion of loading. We recommend the drivers wipe the kiosk keyboard down upon completion as well.
- At locations where drivers typically come inside to pick up their Bills of Lading, we ask that the driver remain in the truck and a Continental employee will deliver the BOL to the driver.
- Continental employees will use disinfectants frequently throughout the day on all door handles, SSL kiosks and other areas of the loading facility as needed.
- Finally, we will stagger work shifts to minimize exposure and ensure our employees remain healthy and confident in their ability to continue to serve you.

Continental Cement will be 117 years old in 2020. We have survived, along with most of you, many, many perils. And we will survive this one. We will be cautious, yet not afraid, and, as I said above, make sure our employees, customers and communities are safe and healthy. All of our shipping locations are open and will remain so.

We thank you for your patience and assistance as we see our way through these challenging times.

Sincerely,

Mike Gordon
S.V.P., Sales & Marketing