



VINEYARD SUPPLY INC

COVID-19 UPDATE
23 March 2020

In an effort to ensure the health and safety of our employees, customers, and community, we are temporarily changing the protocol at our facility, effective immediately:

- **PLEASE CALL IN YOUR ORDERS! 707-963-5354.** Whether you are on your way or already in the parking lot, please call the office to advise what materials you are in need of. This will allow our yard team to prepare everything you need and have it ready for quick pick-up while still maintaining social distancing standards.
- We are asking that customers and delivery drivers **please stay outside the office at all times.** While you are waiting for your materials or paperwork, please be mindful of other people who are also waiting and keep a safe distance.
- We will continue to make deliveries to your job sites. Please note our drivers will exit their trucks only to unstrap and provide delivery paperwork.
- If you have projects to discuss, please call or email your requirements. Skype meetings can also be arranged for added convenience. No in-person meetings will be scheduled at this time.

We will continue to do everything we can to meet your trellis and vineyard supply needs. Our staff is dedicated, as always, to providing the highest level of service especially during these difficult times. **Communication has always been a cornerstone of our success, so please talk to us!** Let us know what you need and how we can make this situation easier while still keeping each other safe.

We are at your service. Always.

Sincerely,

The A&J Vineyard Supply Team
Augusto, Jennifer, Rafael, Antonio, Francisco, Manny, Jose, Israel, Edgar, Jaime, Chuck
707-963-5354 office
www.aj-vineyardsupply.com



VINEYARD SUPPLY INC

Dear customers and greater farming community,

In the midst of this unsettling time, as we all navigate these new and constantly changing waters of CoVID-19 exposure and mitigation, we really just want to check in and find out:

How are you holding up?

What are your concerns for your farming operations at this time?

How can we help?

Here at A&J Vineyard Supply, we are currently still fully staffed and fully operational at our facility in Calistoga, CA. As always, the safety of our customers, employees and industry partners is of the utmost importance. We are constantly monitoring the recommendation of the Centers for Disease Control (CDC) and World Health Organization (WHO) and putting those recommendations into practice, such as frequent hand washing, cleaning and disinfecting of common surfaces, and asking anyone who should feel sick, to stay at home.

We understand that your success and the favorable outcome of your 2020 crops depends heavily on your continued access to supplies. We have every intention of ensuring that access for as long as we possibly can. We currently have substantial inventories and continue to bring in new supply orders daily.

If at some point we are required to close to the public, we are working on systems that will allow us to continue to service you, such as:

- Continuing in-field deliveries with our own trucks
- Allowing onsite pick-ups by appointment only which will enable us to significantly reduce the number of people at our facility at any given time.
- We will also continue to be available by phone at 707-963-5354 for supply questions and orders to be booked for future delivery.

Please let us know what your concerns are for the upcoming weeks and how we might help you NOW to alleviate some of those potential farming challenges so that you can spend more time focusing on the health and safety of your own families and neighbors.

We are at your service. Always.

Sincerely,

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