

COVID-19 Operations Update

April 15, 2020

Dear Valued Customer,

Governor Brad Little, State of Idaho, issued a statewide "Stay Home" order extension through 4/30/20. The safety and health of our employees and business partners continues to be our top priority as we maneuver through these uncharted times brought on by COVID-19.

The US Department of Homeland Security recently issued new guidelines to state and local governments on which businesses are considered essential and have a special responsibility to remain operational during any Shelter in Place or Stay Home orders. The publication can be viewed at the following link:

[https://www.howi.com/v/vspfiles/files/Website PDF Downloads/Bulletins/2020_CISA-Guidance-on-Essential-Critical-Infrastructure-Workers-1-20-508c.pdf](https://www.howi.com/v/vspfiles/files/Website%20PDF%20Downloads/Bulletins/2020_CISA-Guidance-on-Essential-Critical-Infrastructure-Workers-1-20-508c.pdf)

We continue to play our role in fighting this virus by providing critical mobility components into the healthcare industry and supplying material handling products to other essential industries that are supporting the welfare of our communities. Based on these published guidelines, **House Of Wheels Inc. (aka HOWI), is considered an essential business** that must continue to operate during this difficult time and is exempt from current Shelter in Place or Stay Home orders.

HOWI will continue to operate its business under the safest of standards and will continue to work with our local teams, suppliers and officials to safely maintain our ability to service your needs. With this said, we continue to encourage your cooperation by placing orders at HOWI.com or calling prior to coming to our physical location. We are also recommending orders be shipped, delivered and pick up as "curbside will call". As previously communicated, we continue to assess all open orders and will notify you of any potential delay as quickly as possible. If your order or request is critical to fighting the impact of the virus, please inform us at the time of inquiry or order placement so we can do our very best to prioritize and expedite it.

We again thank you for your support and hope that you and your families remain safe and healthy in these difficult times. Please forward to your team members as applicable.

Sincerely,

the HOWI team