

March 17, 2020

To Our Valued Customers, Employees and Partners,

Over the past several weeks, Kitchen Mart has been closely monitoring the impact of COVID-19. We recognize circumstances are changing each day and we will continue to commit the resources of our management and outstanding workforce to ensure we are employing every effort to maintain a safe and healthy workplace for our employees, customers and partners. Additionally, we will continue to work proactively with our customers in order to minimize any potential disruption to the business we conduct with each other on a day-to-day basis.

Throughout last week, we took several additional steps to minimize the health risks to our employees, our customers and our partners.

- In each of our locations, we significantly enhanced our daily cleaning protocol.
- We suspended all non-essential business travel.
- We reinforced our requirement for employees to remain at home if they are ill and enhanced those directions with specific lists of symptoms of COVID-19 and recommendations for monitoring one's health as set out by public health authorities.

We will continue to research and implement additional precautionary measures, as well as plan for all possible scenarios impacting our operations. Currently, Kitchen Mart will remain open. This includes our manufacturing facilities and our installation services, which are running on schedule. If circumstances change and we determine the need to adjust business hours and services, or temporarily close a location, we will inform our customers as quickly as possible. Our Sales Team continues their efforts serving customers while complying with any restrictive parameters being implemented at this time. Everyone here at Kitchen Mart remains readily available to work together with customers to find solutions, adapt to changing expectations and provide open communication with our customers throughout this period.

We are in daily contact with our supply partners. At this time, our inventory is very healthy, and we are cautiously optimistic we will be able to maintain availability through the coming months. As we continue to monitor conditions both here and abroad, we will be proactive with our customers in communicating any change to availability as early as possible.

Kitchen Mart wants to thank all our customers, employees and partners for your continued support. We hope everyone remains safe and healthy. We will continue to take all necessary steps to protect our colleagues and customers, keep our locations clean and healthy and continue to support the many ongoing projects.

Sincerely,

**Dave Hollars**  
**President/Owner**



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