



# east coast lumber

## BUILDING SUPPLY COMPANY

4 Colonial Drive PO Box 530 East Hampstead, NH 03826

Updated 4/19/2021:

**Effective Friday, April 16, 2021 the mask mandate for Covid-19 has expired in the State of NH; however, we request and encourage customers to continue wearing masks over the mouth and nose.** Since the start of the pandemic East Coast Lumber has taken several steps to minimize the impact of the Covid-19 virus, including requiring all employees to wear masks, encouraging all customers to wear masks, keeping sick employees home, installing plexi-glass shields throughout the store and practicing social distancing whenever possible.

If a customer prefers not to visit our store in person or are under self-quarantine, we still offer deliveries to the local area for a nominal fee. Curbside pickup remains available for phone and online orders as well.

We thank our employees for their continued hard work, and our customers for their business, patience, and cooperation.

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Dear Customer,

As an essential business in the local community, we want to assure you that East Coast Lumber is committed to continuing to serve you needs, while maintaining the safety of our employees and community as our highest priority. We will accomplish by following the recommendations from the Center of Disease Control (CDC) and New Department of Health and Human Services (NH DHHS). We are practicing enhanced cleaning procedures throughout the entire store - from entryways, to bathrooms, to regularly sanitized PIN pads and other surfaces that people touch frequently.

Additionally, we are:

- Providing hand sanitizers throughout the store for use.
- Encouraging a "no handshake" policy to promote less physical contact.
- Encouraging employees to make responsible decisions and stay home if they are sick.
- Employees that are exhibiting cold or flu symptoms will be advised not to return to work until they are fever free, without the use of fever reducing medication, for 24 hours.
- Requiring employees who appear to have acute respiratory illness symptoms (cough, shortness of breath) upon arrival to work or become sick during the day be separated from other employees and be sent home immediately.
- Contactless Payment options at all registers. This allows for tap and go payment, and Pay by phone options like Apple Pay, Google Pay, and Samsung Pay.

We encourage you, as well as our employees, to use the same protocols recommended by the CDC and health officials including:

- Wash your hands with soap and water for at least 20 seconds after going to the bathroom, before eating, and after blowing your nose, coughing or sneezing.
- Avoid touching your eyes, nose, or mouth.
- Avoid close contact with people who are sick.
- Covering your mouth and nose with a tissue when you cough or sneeze; dispose of the tissue; wash your hands.
- Clean and disinfect frequently touched objects and surfaces.
- If you or someone in your home has experienced flu like symptoms within the last 14 days, we ask that you refrain from visiting us in our store. We are happy to take your call, and we offer online shopping.
- If you require a delivery or service that requires our staff to enter your home, our team may ask you questions regarding whether you have tested positive for COVID-19 or have been asked to voluntarily quarantine yourself. We ask you to answer these questions honestly, so that our team can take the appropriate precautions to protect themselves from infection if required to enter your home.

Our team is also working hard to help you with your needs at home. As you're focused on keeping your family well, we've experienced a high demand for products such as masks, cleaning supplies and hand sanitizers. We're working closely with our suppliers to provide you with the products you need, as soon as they're available. We would like to thank everyone for their diligence during this time. If you have any further questions or concerns, we invite you to contact a Manager at 603-329-5322 or email us at [info@eclumber.com](mailto:info@eclumber.com).

Sincerely,

Christine Lewis Morse  
President

East Coast Lumber & Building Supply Co., Inc.