

An Update From Team Midway

Dear Valued Customers,

It is our sincerest hope that this message finds you all safe and well.

Despite the difficult situation we all find ourselves facing, we want to assure you that we are committed to the safety and wellbeing of our customers, employees, partners, and community.

Because we are defined as a supplier that supports Critical Infrastructure, it is our intent to remain operational and **fully stocked** to serve our customers' *essential* and *emergency* needs. We will inform you should conditions change that affect our ability to supply goods and services.

Current measures we are taking:

- Adhering to Governor Whitmer's Executive "stay home" order
 - In-store personnel has been limited to "essential staff" only
 - We are restricting all unnecessary travel, allowing employees to work from home whenever possible
 - Outside Sales staff is ready to support you via email, phone or text
 - Hours of operation have been reduced
 - 7:00 am – 5:30 pm, Monday - Friday
 - Closed Saturday and Sunday
- Processing your orders
 - Conducting all transactions in a 'no-contact' manner
 - It is strongly recommended that you call, email or text your orders to us before visiting our location
 - Allows us the opportunity to confirm availability of items, determine service needed and/or arrange delivery of goods
 - Allows us to email you for your signature, whether a credit card or accounts receivable transaction
 - Will-Call Orders:
 - Call upon arrival. Because this situation is fluid, doors *may* be locked to walk-in clientele. With your emailed signature, we can deliver orders to your jobsite or just out to the parking lot!
 - If signature is needed, we will collect it electronically at our counter – bring your own stylus if you wish!
 - Deliveries and Road Service:
 - We'll collect your jobsite contact information, arrange a meeting time & place, and notify you once we've arrived on site.
 - Open Rentals:

- As always, call-offs are your responsibility. If you currently have a rental out that you are no longer using, call us to arrange a return or jobsite pick up.
- Adhering to guidelines put out by the World Health Organization and Center for Disease Control
 - Frequently washing and sanitizing our hands, surfaces, and all customer service areas
 - Scheduling essential staff in order to provide exemplary service while observing social distancing guidelines

Coming in the near future:

- We are working toward having our *full* inventory on our website within a few months. Once online, you will be able to browse a complete listing of items we have in stock, view equipment available for rent, and submit orders.

In summary, all of our worlds have been significantly altered in a very short time span, but it's important to remember that this is all temporary. However long it takes, we've got the guts to stick this one out. So, stay calm, stay healthy, stay distanced, and stay positive. We're in this one together.

Sincerely,

Team Midway