



Friday, March 20, 2020

Dear Customer,


We trust this correspondence finds you, your employees, and family members well during this challenging time. As our country navigates the challenge presented by the Coronavirus (COVID-19), we wanted to update Associated Asphalt's efforts and capabilities to sustain customer service.


Similar to the actions taken across our industry, Associated Asphalt has implemented the Incident Command System (ICS) to monitor, analyze, implement, and assess the necessary actions to mitigate the impact of the Coronavirus on our service and people. The implementation of ICS provides our organization a real time, structured means of applying effective mitigations while maintaining service to our customers as best we can. All decisions and actions implemented by Associated Asphalt are driven by information and direction published by the CDC, National, State, and Local governments.

We have taken aggressive measures to protect employees, visitors, and contractors. In addition to prohibiting all business travel, we have also eliminated face-to-face meetings and site visitations by non-essential parties. We recognize that this prohibition may increase response times and change communication preferences; however, protecting the health and well-being of our workforce will extend the capabilities required to maintain a high level of customer service. All of our commercial, supply, and administrative staff are resourced with the capability to communicate electronically and are prepared to respond and answer any questions or inquiries you may have.

Operationally, Associated Asphalt continues to operate at normal service levels. We have contingency plans in place to maintain operations at minimal staffing should it become necessary. Our terminals have implemented personnel screening and processes to execute operations at a distance in order to sustain current service levels. We are in constant communication with our supply chain partners. To date, all partners have communicated sustained capabilities and functionality. Additionally, all partners have confirmed contingency plans to maintain operations if additional restrictions are deemed necessary.

As we continue to face this challenge, Associated Asphalt is focused on mitigating the negative impacts to both our employees and customers. As events related to COVID-19 continue to unfold, we will promptly advise any potential impact it may have on the service we provide to you. Associated Asphalt hopes you, your associates, and families remain safe and healthy.


John Janes
President & CEO


James Hill
COO


Steven Scro
CFO


Jim Harren
VP Sales, Marketing, & Supply