



COVID-19 Operations Policy

Customer Best Practices

March 26, 2020; Revised April 16, 2020

For the purposes of this policy, a *customer is defined* any person that purchases, visits, provides services during a visit, delivers goods, picks up goods, or enters RollRock property for any reason. Anyone that enters RollRock property must follow the policy guidelines as noted herein.

Social distancing measures are addressed in this document to keep COVID-19 mitigated. Other supporting documents may apply and should be followed as directed by a RollRock staff member. This policy guideline is non-negotiable.

- Beginning April 20, 2020, all visitors (and employees) must wear a face mask while on RollRock premises.
- All customers should arrange to order goods, make any visit, pick up, delivery, or service arrangements ***in advance***. Call and/or email 24 hours or more from your intended visit. ***A confirmation will be provided by RollRock staff.*** Complete contact information is required so we can contact you as needed, even after business hours.
- When arriving on site, ***STOP at the designated sign (location)*** and park in a secure way. Do not get out of your vehicle.
- A RollRock staff member will come to greet you.
 - *When not greeted immediately by RollRock staff member, call our general office number (610) 987-6226 from your mobile phone and follow the direction provided.*
 - *If you do not have mobile service, connect to our Wi-Fi and use the Wi-Fi calling feature of your phone. We will keep lookout for you and may get to you before you connect to our office by phone.*
- You ***may not*** exit your vehicle, *at any time, unless* you have been authorized to do so by a RollRock staff member.
- ***You must follow all direction*** provided by a RollRock staff member. This includes many instructions that will not all be outlined in this document.

Your complete cooperation is appreciated. *If at any time you do not comply with direction from a RollRock staff member, you may respectfully be asked to leave.*

Remember when we all cooperate, we all can remain safe. Social distancing and personally respecting another's space will better allow us all to manage what has been ongoing in Pennsylvania and around the world. If we adopt this attitude, this adjusted way of thinking; we can unitedly defeat COVID-19.

Stay alert. Practice social distancing. Follow direction. Stay safe!

Sincerely,

Gary L. Weller
President