



March 16, 2020

A Message to our Customers about Coronavirus

Dear Valued Customers & Partners,

In the past few weeks, the spread of the Covid-19 (Coronavirus) and the subsequent containment measures have drastically impacted many families and businesses throughout the country. At Bretthauer Oil, we fully intend to stay open for business at all levels throughout the duration of the crisis. We are a critical supplier for many businesses as well as emergency service agencies.

As part of our Pandemic Response Plan (PRP), we are taking measures to isolate drivers and office personnel and increase sanitation controls at all of our facilities. In our 92 years of business we have operated through the Great Depression, World War II and other crises throughout the decades. We are here and ready to help your business weather this storm.

Below are some of the specific measures we are taking to ensure continuity of service and the protection of your employees and ours:

CARDLOCK FACILITIES We have increased our sanitation practices by offering industrial grade sanitation wipes at every Bretthauer site. In addition to the wipes, we offer disposable gloves to use while fueling protecting your hands against grease and transmittable germs.

CORPORATE OFFICE Our Corporate Office located in Hillsboro, Oregon has increased its frequency of cleanings so that we are disinfecting surfaces throughout the day in addition to having hand sanitizers available. Our offices are thoroughly cleaned weekly and have increased the frequency in which our public areas are sanitized.

Please remember that many of the services you receive at our office can also be done by phone, postal mail, or by email. Many questions and customer account specific questions, including accepting of payments, billing questions, new product information and ordering can be answered by one of these options. If you wish to email, please do so at customerservice@bretthauer.com. Our office phone number is 503-648-2531. Our mailing address is PO Box 1299 Hillsboro, OR 97123.

DELIVERED FUEL Our fleet fueling remains unchanged to delivery and schedule. Our drivers are taking the additional steps to protect themselves and our customers through increased sanitation of hands, interior of cab, and social distancing during delivery.



The safety and health of our customers and employees is of the utmost importance and we will be monitoring the Coronavirus situation and updating our policies as the need arises. You will be notified if office hours or services are temporarily changed.

To learn more how you can protect yourself against the spread of the Coronavirus, please visit the Center for Disease Control's website.

Sincerely,

Kevin and Alex Bretthauer