



March 19, 2020

To All Our Valued Partners and Clients,

As we're all aware, the ever changing COVID-19 pandemic is causing a number of personal and professional challenges for everyone. We are doing our best to make certain we can fulfill our commitments to you and provide services wherever and whenever possible.

Effective Friday March 20, 2020 all of our CORT showrooms across the US will be closed to customer traffic. Our online CORT.com and CORTconnect systems will not be impacted by this change. Sales and customer service personnel will be available by phone or email/CORTconnect to answer any questions or facilitate anything you may require.

We have municipality and state differentiation where "shelter in place" mandates have been issued that require those rental/retail sales establishments to have employees work from home where possible but be in their homes regardless. Where the local and state governments have not issued such a mandate, we will allow our team to continue to use the showrooms (albeit closed to the public) to conduct customer assistance and the facilitation of our services.

In our distribution centers, we will remain open for essential services (***deliveries and pickups***) that may include our work with insurance housing, supportive housing, government agencies and first responders who are dealing with this pandemic. As you might imagine, this is a very fluid situation and may change daily based upon CDC, NIH or other governmental agencies notifications and guidance. We will update you as changes arise in our ability to service your business.

In addition, to help balance the personal needs of our team, we've instituted a four-day work week beginning Monday March 23, 2020. That schedule will require us to keep our ***distribution centers closed on Wednesdays***. There will be no delivery or pickup capabilities on Wednesdays. This too is a very fluid situation and may require revision as we see what responsibilities or circumstances we're confronted with.

We value the trust you place in CORT every day to provide high quality products and services, especially in such precarious times. If there is anything we can do to assist you or your organization, please let us know how we can help.

Stay resilient, positive and above all else healthy.

Best regards,

A handwritten signature in black ink, appearing to read "Jeff Pederson", written in a cursive style.

Jeff Pederson  
President & Chief Executive Officer

At this time, when the news is dominated by Coronavirus, I wanted to personally reach out and let you know that we are vigilantly implementing enhanced protocols and that the safety of our customers and employees is CORT's top priority.

We are closely monitoring the Coronavirus (COVID-19) and are acting based on guidance from public health experts. In order to maintain a safe environment and address customer concerns:

- We have enhanced the process and frequency used to clean our furniture before and after each rental. We are paying special attention to touch points such as chairs, drawer handles, hard surfaces, lamp switches, upholstery and mattresses.
- We continue to have our delivery teams clean and disinfect our product thoroughly upon arrival with additional focus given to surfaces and high touch areas.
- In both our Housewares and Party Rental operations we continue to conform to local and state health laws regarding the processing of tableware, dishes and linens, which includes using industrial sanitizers in our machines used to clean our products.
- We are cleaning our facilities frequently with recommended sanitizing products.
- We are taking steps to ensure the welfare of our employees by following [CDC](#) recommended personal health practices which include instructing employees who feel ill to stay home and consult their healthcare providers.

If you have an existing order, we look forward to serving you and want to reassure you that we are doing everything we can to promote a safe rental experience.

Your safety is our highest priority and we truly appreciate the trust that you place in our team and our company.

Best regards,



Jeff Pederson  
President & Chief Executive Officer