



March 18, 2020

To Our Valued Customers: **We Care, We're Prepared, and We are Operating with No Disruption.**

Liberty is closely monitoring the rapidly evolving coronavirus (COVID-19) outbreak and we want to provide an update on our ongoing response to the developing situation. With that in mind, we are writing to keep our customers apprised of how we plan to operate as we navigate these uncharted waters.

Liberty remains dedicated to delivering the best possible service and products; however, ensuring the safety and health of our employees and customers is paramount above all else. In early March, we began implementing the necessary CDC and WHO guidelines for facility cleanliness and hygiene at all of our locations. We have provided employees with guidelines to maintain appropriate social distancing. And finally, we immediately implemented a strict policy regarding employees who may experience symptoms. At the time of this writing, thankfully we have no employees, or family members affected.

With regard to Tire Collection Service, we are partnering with our customers to make modifications to our process to ensure efficient and timely pick-ups as required. We are ready and willing to adapt to your service needs, and internal protocols.

For our customers utilizing our recycled rubber products, we are committed to maintaining the same quality service as always. At present and barring any disruptions in the freight industry, we do not envision any unusual shortfalls within our supply chain and remain optimistic we can deliver orders on time. If you have specific concerns, please let us know right away so we can account for your business.

One request – for shipments being picked up at our facilities, we are requiring a minimum of 48 hours' notice. This will ensure the appropriate paperwork is already prepared and will allow everyone to minimize their direct interaction. We love our customers, but at least for now – best to be safe.

We will continue to monitor the situation and will adapt to the changing conditions in a swift and appropriate manner. Please reach out to your normal contact person should you have any changes in your hours of operation, delivery requirements, personnel interaction guidelines, etc. If you have any general questions, the appropriate contact can be found at [Liberty - Contact Us](#).

Please stay safe and be well. We will persevere!

Best Wishes,

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Sales & Marketing

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