
Customer Communication – Coronavirus Related Actions

To: All Associated Materials Customers
From: Brian C. Strauss, President & CEO

Date: March 25, 2020

Thank you for continuing to work with us in a very difficult environment. I want to provide you with an update to the current state of our operations and inform you of additional actions we are taking to work safely while continuing to serve your needs as best as possible.

As of this writing, we are operating virtually all of our locations. All 100 of our Alside Supply Centers are open in the United States, and all 22 of our Gentek Supply Centers are open in Canada. In certain of the markets, however, some supply centers are operating at reduced hours based on local demand. On our manufacturing side, we are operating all window manufacturing plants, all vinyl manufacturing plants, and one of two of our metals manufacturing plants. Monday afternoon, we temporarily shut one of our metals manufacturing plants in New Jersey; we currently expect to re-open that facility today or Thursday.

You should expect in the current environment that we may need to pause service in certain facilities based on changes in demand or governmental actions. In that event, we will make all efforts to notify you as soon as possible.

For Our Supply Center Customers (Alside locations in the United States & Gentek locations in Canada)

At our Alside Supply Centers and Gentek Supply Centers, we are now fully restricting physical entry to employees only. We are, however, still operating our supply centers and encourage you to place orders by fax, phone, email, or other electronic means. We will work with you outside (loading docks, yards, and parking lots) to fill orders, and we continue to deliver orders.

For Our Direct Customers

For direct customers who do business with us as a manufacturer, we continue to operate at nearly normal levels. However, in the current environment, we are now starting to see some of our parts suppliers shutting down for certain periods of time. This may have implications for us down the line with some products we manufacture, but at this point, the impact is currently manageable.

To all of you, thank you for your continued business. We will do whatever we can to help you with your businesses during this difficult time and, as always, please look to us as your partners.