

**Subject:**  
Learn More\_Covid19 Update

**Message:**  
To our customers and community,

The COVID-19 health crisis is presenting challenges that are unprecedented in our lifetime. Our thoughts and well wishes are with everyone affected by COVID-19.

At Bullet Upfitter – Bullet Liner of Central Ohio we have been carefully evaluating the situation, following the guidance of public health officials (CDC) and listening to our internal team. The safety of our customers and internal team is our first priority. We have implemented new procedures and policies over last several weeks to take care of our team, our customers, and our community.

As this global situation continues to evolve, building from the latest guidance, as a tier two essential business we will be operating as usual until further notice, Monday – Friday 8am – 5pm EST. We will be following protocol for emergency operations to help protect the health and safety of our customers, team and community by adhering to the following guidelines:

- We will offer cleaning stations at the front of our store/shop to encourage customers and employees in practicing proper hygiene.
- Per guidelines from public health officials, we will increase the frequency in which we clean the lobby, adding emphasis on door knobs and counters.
- Pick up and drop off of vehicles from our team will sanitize their hands and operating components based on guidelines from public health officials.
- Plexiglas shields have been installed at the service counters to prevent the transfer of contaminants.
- Facemasks are to be worn by all Bullet team members.
- Our team has been divided into a first and second shifts to promote social distancing.
- We will only allow two customers into our lobby at a time and they must follow 6ft distancing
- A waiting area has been constructed outside that may be used by one customer at a time and will be cleaned thoroughly between customers.
- Keys shall be placed on a surface as opposed to hand to hand transfer. Automotive keys will be cleaned between exchange / handoffs.
- We will not host or attend any events to help prevent the spread of COVID-19. The best way we can serve our communities during this unusual time is to help protect them by not bringing them together.

This approach will enable us to support social distancing of customers as advised by public health officials and reduce the staff needed in our shop to help protect our valuable team. We will continue to constantly evaluate the situation and evolve as needed. Of course, customers are welcome to visit us online at [teambullet.com](http://teambullet.com) and call at 614-266-9200 . We are deeply committed to our valuable customers and your support of local small businesses means so much. During this time of uncertainty, we are here to support our customers and our community.

Nicole Fulton  
Chief Executive Officer | Bullet Upfitter – Bullet Liner of Central Ohio



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