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PGTINNOVATIONS.COM

Dear Valued Partner,

Throughout the years we have weathered many difficult times together, whether serving the public after hurricanes or surviving economic uncertainty. Each incident, though temporary, has proven challenging as we navigated the unknowns. But each time we have surfaced stronger, together.

While the current situation with Coronavirus (COVID-19) offers unique circumstances, we are hopeful and diligent in action to protect our most valued relationships – our customers and team members – and want to communicate our action plans for minimizing the impact to you.

Precautionary steps we're taking

We are actively tracking and following the recommendations from the World Health Organization (WHO), the U.S. Center for Disease Control (CDC), and the Occupational Safety and Health Administration (OSHA) and are mandating heightened sanitary guidelines for our team members, including practices of social distancing, limiting personal contact, and diligent hand and surface sanitizing. We have also set up an internal COVID-19 Task Force to maintain constant awareness of the evolving situation.

For the immediate future, we are postponing our in-person training and dealer education programs and encouraging online training through our PGT Innovations University LMS as a substitute.

To reduce the possibility of health risks for our team members, we have restricted non-essential business travel; however, our sales team will continue to connect with our customers and be available for on-site visits, while observing diligent hygiene practices. Our team is committed to providing support for your business needs, especially through difficult times, and we are here to assist you however we can.

Moving forward each day

We are continuing to manufacture our exceptional windows and doors to the same high-quality you expect from PGT Innovations products; we are secure in our supply chain; and our trucks are rolling with heightened dedication to safely delivering to our customers. If any part of our business should change, please be assured that we will connect with you.

We sincerely appreciate your partnership and look forward to the future when we can remember this time as another moment when we become stronger, together.

Sincerely,

A handwritten signature in black ink that reads "JEFF".

Jeff Jackson
President & CEO
PGT Innovations