

# ROCK HOUSE FARM *Family of Brands*

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CENTURY\* HANCOCK&MOORE HICKORY CHAIR HIGHLAND HOUSE.  
jessica charles MAITLAND-SMITH\* PEARSON  cabot wrenn

To our loyal customer and suppliers,

The COVID crisis has continued to worsen as the number of cases in the United States grows and the number of citizens impacted by a "shelter in place" governmental order approaches half of the US population. While the state of North Carolina has not yet issued a "shelter in place" order, multiple counties have. The health of our employees weighs heavily on the minds of our managers and owners. Increasingly, our ability to ship products to our customers across the nation for delivery is rapidly eroding as governmental organizations close states and municipalities. We have taken significant action within our offices and factories to keep our community safe and we feel confident that we have as safe a working environment as possible, and currently have no diagnosed COVID-19 cases within our companies. However, we believe it is now time to take the one final measure available to us and to shut down our facilities for a period of time to protect the health of our employees and our business. It is possible that the North Carolina governor will issue such an order state wide soon, but we no longer feel it is prudent to wait for that to happen.

RHF and all its Brands will begin a Furlough week starting at the end of business on Friday, March 27th and extending up to Monday, April 6th. Our plan is to evaluate the need for a second, concurrent Furlough week that would immediately follow this first one and publish that decision to our employees and our customers and suppliers by the end of business on Wednesday, April 1<sup>st</sup>. During this Furlough week (or weeks) all of our factories and offices will be closed. A small group of employees occupying critical functional areas will be on our campuses to keep critical systems running. We will also have a minimal level of customer service and order entry to respond to "critical inquiries". Your Sales Representatives and sales management executives will be available to answer questions while working from home. Also, all of our on-line dealer information sites will be functioning and we encourage everyone who can to check availability, pricing and order status in that way. Any new orders entered during this time will get acknowledged dates that assume we will be Furloughed for two weeks. We will be working to re-acknowledge any orders already released to production to account for this change.

For all of us these are the most unprecedented and trying times we have ever experienced in our careers. Our hearts go out to everyone directly impacted by this virus. Also, each of you, our customers and suppliers, have businesses that are being severely challenged by this Storm. Please know that RHF and all her Brands are strong and stable and intend to be a shelter to others where we can during this period.

Be safe,

Alex Shuford, CEO

