



The Towne Printer

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We are Printing

The Towne Printer would like to share with all of our valued client's information regarding our plans and preparations to continue operations at an optimum level as we face the crisis caused by the coronavirus pandemic. As worldwide concerns about COVID-19 continue to grow, we are following the guidance of the Centers for Disease Control and Prevention (CDC) and combining that guidance with our own business continuity plans that will enable us to continue to serve our clients at a high level. Some of the areas we have focused on are below.

Staffing: It has been an emphasis of The Towne Printer to maintain a workforce that is cross trained in our production and administrative departments. This allows us flexibility to maintain efficient production when employees may need to be out for a variety of circumstances, such as sickness, bereavement, the birth of a child, or vacation. We believe this training and redundancy will serve us well during this period of uncertainty.

Redundant Printing Operations: In the event, we find it necessary to close, we have developed a redundant operating plan that allows us to provide backup printing services. If this becomes necessary, affected clients will be notified of the option we have to transfer work among our network in order to keep your projects moving in an efficient, timely manner and to the same high standard our clients expect.

Working Remotely: Our Sales, Estimating and Accounting staff have the ability to work remotely. We are currently in the process of adding our Phone Receptionist and Graphics staff to that list in the near future to have the ability to continue to serve our clients and each other from a remote location if the need becomes absolutely necessary.

Strategic Vendor Management: We are in contact with our suppliers to ensure that they have plans in place to guarantee the delivery of needed materials and services that are critical to all facets of our production.

Workforce Education: We have been keeping updated on information as we have received it from the CDC and other sources. It has been and continues to be our goal to provide accurate information to the members of our team, so they are aware of the actual risks posed by the coronavirus. We also have measures and procedures in place, so our team knows and follows the proper steps to prevent its spread. We will continue to monitor the health and safety of all our employees as we balance the needs of our clients and the community as a whole.

We greatly appreciate the relationship we share as well as the trust that you have placed in The Towne Printer. We will continue to strive on a daily basis to meet and exceed your needs in the face of this uncertainty. Although we didn't choose to be faced with this global pandemic crisis, we do get to choose how we react to it. We will use it as an opportunity to learn and invest back into our company and our clients.

Shawn Tucker
Owner
The Towne Printer

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