

Attention All Customers

Ace Hardware – Big Sky is doing everything we can to keep the health and safety of our Customers and employees our highest priority. As we continue to actively monitor developments related to coronavirus (COVID-19) we want to assure you that we continue to take all necessary precautions in accordance with the CDC (Centers for Disease Control and Prevention) as well as local and state health officials. We are maintaining a constant watch as this unprecedented situation is fluid with new information provided often.

Our effort to continue serving the Big Sky community will go forward, however, we ask for your cooperation in doing so. With that in mind, please take note of the following:

- 1) Our staff has been instructed to stay home if they are not feeling well or are sick. We ask the same of our customers.
- 2) To be your safe and helpful hardware place, we have asked our staff to maintain the social distancing required to help slow down the spread of this virus (6' minimum spacing). We ask the same of our customers. By keeping a safe space between you, our associates and other customers, we can still assist in your needs, but help prevent the spread of any germs.
- 3) Please use a credit cards or electronic forms of payment whenever possible. Minimizing any exchange of currency again reduces the spread of germs.

We are being thoughtful about our policies and approach to managing employee interactions with customers and with one another. We are following the restrictions as set by national and local authorities to provide continuity of our services in order to best stay operational, for the community. We will continue to focus on contingency planning and will take necessary steps when and where appropriate to assure to the best of our ability, everyone's health and well-being.

Please continue to follow us on Face Book and our webpage for updates on store hours and temporary policies that may be implemented.

As Always,

Thank you for your continued support and Ace Loyalty and allowing us to be your Helpful Hardware Place.

Ace Hardware – Big Sky

Dear Valued Ace Customers,

Ace Hardware – Big Sky is committed to maintaining a safe and healthy workplace for our employees and helping our customers to do the same. As such, we are closely monitoring the ongoing COVID-19 coronavirus outbreak according to the guidelines and recommendations of the [CDC](#) (Centers for Disease Control and Prevention). We want to share with you the actions we are taking to help protect our employees and customers.

We've advised our employees to follow the public health authorities' guidance regarding hygiene and personal travel, and we've reinforced existing Ace Hardware – Big Sky policy encouraging employees who exhibit flu-like symptoms to stay home and consult with a medical professional.

Due to increased demand for some cleaning, paper and personal care products, we may be out of stock on select items. I want to assure you that we are working closely with our vendors to add more stock as quickly as possible. We are receiving orders several times a week and in some cases, more frequently.

To that end, and due to an unusual high demand on some product, we must implement limitations on quantities of certain products, per customer, per sale. This is a temporary situation which will allow us to be Ace Helpful to all of our patrons and serve the community as a whole. We certainly appreciate your patience while we all, together, work through this unprecedented time.

We appreciate the trust that you place in Ace Hardware – Big Sky. We will continue to closely monitor the situation and take actions necessary to help keep our employees and customers safe while providing the products and services you need.

The Coronavirus may be new, but Cold & Flu Season isn't.

Best practices to stay healthy & Safe

Ace Hardware – Big Sky

At Ace Hardware – Big Sky, the health and safety of our customers and staff remains our top priority. We would like to take a moment to proactively address the growing concerns amid the Coronavirus (COVID-19). Our commitment is to always do what's best for our customers, our employees and our community. Even in the face of uncertainty caused by this pandemic, we continue to be your helpful hardware folk, and one stop shop for your needs. We will strive to deliver on that statement even more so in the days and weeks to come.

We hope that you take comfort in the fact that our daily cleaning procedures are already very thorough, however, given the current situation, we are elevating our cleaning practices to keep our store a safe and welcoming environment for customers and staff. This will include increasing the frequency of cleaning the bathrooms, retail area and carts. Antibacterial and antimicrobial cleaning solutions are being used, and daily deep cleaning of bathrooms is taking place.

We encourage everyone to follow these best practices to help keep yourselves and others healthy:

- Wash your hands often with soap and water for at least 20 seconds, especially after visiting the restroom; before eating; after blowing your nose, coughing, sneezing or touching your face
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Stay home if you are feeling unwell
- Cover your cough or sneeze with a tissue, then discard the tissue in the trash
- Use hand sanitizer located throughout the store
- Keep disinfectant with you

Please refer to the following resource for the latest updates on Coronavirus:

U.S.: [Centers for Disease Control and Prevention](#)

We are committed to creating a healthy and welcoming shopping experience. Thank you for assisting us in achieving that, and we look forward to seeing you all as we continue to be your helpful hardware place.

Your Ace Hardware – Big Sky team