



MR. YARD NEW OPERATING PROCEDURES

as May 1, 2020

In this ever-changing war with the COVID 19 virus all of us are making sacrifices. Our Governor DeWine issued a Stay at Home order that was effective at 11:59 PM Monday March 23rd and later modified to extend through May. Due to the severity of this order, we are doing our best to adapt to those guidelines. We supply materials to many businesses that are deemed essential and will work to provide those businesses with products while remaining open with many restrictions. Our yard will remain open to service these customers and are following the most up to date guidance for businesses and employers that are provided by the Centers for Disease Control and Prevention (CDC).

We are here for you and our products and services will be available with some important changes. Here are the steps we are taking to do our best to comply with and exceed the social distancing that is crucial in the fight against the virus:

1. We have temporarily closed our office for public foot traffic.

- Mr. Yard will be minimally staffed in order to keep an assured clear 6' distance between team members.
- Our hours will be adjusted and for now are:
 - 8:00-5:00 Monday thru Friday
 - 8:00-4:00 Saturday
 - 10:00-2:00 Sunday
- If you need to place a delivery or pick up material, please call in advance or while on site in order to place or pay for your order 440-235-2358 ext. 10
- No cash sales will be accepted at this time
- No check sales will be accepted at this time
- We will accept credit card sales over the phone ONLY

2. We will however at this time make “essential” deliveries to service providers including but not limited to drainage contractors, sewer contractors, municipalities, landscape contractors, materials for homeowners in order to perform personal home work, and any other contractors or customers that need our services.

3. We will encourage a paperless and touchless experience

- All receipts can be provided via email
- Delivery waivers must be agreed to by the receiving party prior to the delivery. This acceptance can be done via email or fax.

- To encourage social distancing, our delivery drivers will only leave their vehicle to open and close their tailgate. They will not ask for your signature or hand you paperwork.
- Please do not approach our delivery driver, as all communications should be done over the phone.

4. Our sales yard procedure has temporarily changed and will be the following:

- Our building and offices will be closed to all foot traffic. No one will be allowed to enter it.
- When you arrive in the yard, stay in your vehicle and call us at 440-235-2358 so that we can give you the proper instructions for receiving materials.
- When on the phone, we can take your order and credit card information prior to loading.

5. Once your order is placed, then you can do the following:

- We will direct you by phone or hand signals to the pile of bulk material you are looking for. Please prepare your vehicle for loading. This includes tarps in the beds/trailers, removing tools or equipment.
- When your vehicle is ready for loading, please re-enter your vehicle and sit inside of the vehicle so that we can load your vehicle.
- Secure your tarp, tools, equipment only after being loaded and you are given the “all clear” by one of our team members.
- After your vehicle has been loaded please call us and we will take your credit/debit card over the phone. Your receipt can be emailed to you or you can always check your online banking to assure your charges were correct. For your safety, Mr. Yard never maintains or keeps CC information.

6. If you are buying by the bucket, the procedure will be much the same:

- You will need to bring your own containers and shovel and load yourself as no additional help will be available.
- To avoid any common contact, we ask that there is only one person at the bulk pile at any time.
- When buying natural stone, or bagged material we will require you to follow our procedures, much like all the information above.

Please be patient with our team, as we are all in this together. We will monitor this situation closely and evaluate the need for additional measures to support our team and customers if those needs arise. While there may be further changes ahead, please know that we are committed to getting through this together.

Thank you from all of us at Team Mr. Yard!