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March 25, 2020

To Our Valued Customers:

These are unprecedented times and changes are coming swiftly as the global effect of coronavirus (COVID-19) continues to escalate. Every day there is a new challenge and a new set of rules including travel bans, social distancing, and now entire states shutting down. We have taken several actions to limit the spread of the disease but we have now reached the point where significant changes to our business operations are required. This is necessary to not only stop the spread of the disease but to adjust to the economic reality of this unprecedented situation.

Governor Evers announcement today issuing a Safer At Home order for the state of Wisconsin, is the latest in directives officially given in controlling the spread of this virus. As many of our surrounding states also begin to adopt similar orders one of our major manufacturers, Herman Miller has also been affected and released the following statement:

Today State of Michigan issued a state-wide shelter-in place order effective March 24 – April 13, 2020. With Herman Miller's headquarters and the majority of our manufacturing located in Michigan, this hits close to home. As a result of this directive, we will temporarily close our Michigan-based manufacturing plants and corporate offices for the next three weeks

We have been told that they are still accepting new orders and there will be a delay in those projects that were expected to ship during this time period. They are also taking a critical look at any essential business orders in the pipeline to see what can be done to streamline them.

BSI is considered an Essential Business according to the recently released guidelines and therefore will remain operational. We believe the best short term strategy going forward for us is to maintain a skeleton team of associates, on call working remotely. Support functions such as design, architectural, project management, customer service, AV and construction remain fully operational. Our administrative and support teams have been successfully working from home for the past week and will continue to do so.

This SWAT team will maintain critical operations of the business as well as managing projects and deliveries for those of you that remain open deemed essential services per the government mandate. We will do our part to respond to your needs as we continue to diligently follow government and public health guidelines as we navigate future events.

There is a lot going on in the world right now. We understand that communication will be vital as we navigate through the challenges ahead. As the circumstances continue to change and we modify our operations as necessary, rest assured that we will be as transparent as possible.

Thank you for your trust in us. Our relationship with our customers and vendors is truly unique and critical as we face this new challenge together.

Stay healthy, take care of yourselves and each other.

BSI Leadership Team

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