Hello Stampin’ Up! friends,

As we entered 2020 and welcomed the hope of a new decade, none of us imagined we would face such unprecedented circumstances. That said, we are confident we will make it through this challenge together because of our wonderful Stampin’ Up! family and community. In times of uncertainty, connection is more important than ever, and we want to share what we are doing to stop the spread of the coronavirus and protect those who matter most to us. **The health and safety of our employees, demonstrators, customers, and suppliers is our greatest concern.**

For the health and safety of our Stampin’ Up! employees and their families, we have implemented a global COVID-19 plan based on guidelines and recommendations from the World Health Organization, the Centers for Disease Control, and local governments.

- First, we require employees to stay home if they are not feeling well in any way.
- Where possible, we have made arrangements for most employees to work from home, including our customer and demonstrator support teams.
- For those employees still working in office, we are practicing social distancing in the following ways:
  - We set up new workstations that are physically separated from others.
  - Our manufacturing and distribution employees are working alternating days and shifts, which allows them to work at safe distances from each other while fulfilling orders.
  - Employees have also been assigned building entrances, restrooms, and days they can come into the office, etc.
- We have also increased sanitization practices throughout our facilities and at all our workstations, including our shipping and fulfillment areas.

Our goal is to keep employees safe and healthy while still being able to work and provide for their families.

**Supporting our Stampin’ Up! demonstrators is at the forefront of every decision we make because they are the heart of our business and it is through them that we make a positive difference in people’s lives.** Our global family of over 50,000 independent business owners—who may be your neighbors or members of your community—are also feeling the impact to their businesses.

We’ve been partnering with demonstrator leaders around the world to identify the most crucial ways Stampin’ Up! can help them minimize impact to their businesses. In a world where in-person creative gatherings are currently limited, we are looking for ways to increase connection and keep our amazing community engaged and supported.

We know that being able to manufacture and ship products to our customers is mission critical for our demonstrators and their businesses. To that end, we have worked to ensure we have a plan to safely keep production and shipping running at this time. We are in regular contact with our vendors and suppliers—we support their efforts to do what's right for their employees and we appreciate their partnership through these challenges. **Our distribution centers in all markets are open and operational, and we are still manufacturing products to support our current and future catalogs.**

Our CEO, Sara Douglass, is hosting a weekly Facebook Live to talk with our demonstrator and customer community. [Here’s a link to Sara’s Stampin’ Up! CEO Facebook Page.](https://www.facebook.com/stampinup) If you would like to be notified when she goes live each week, click to follow her account under the header image, and make sure notifications are turned on.

**If you have questions, please call or email our customer service team.** You can reach them by phone at 1-800-STAMP UP (1-800-782-6787), or email them at ds@stampinup.com.

These past few weeks are a reminder of just how closely connected we all are. **Let's continue to work together, encourage each other, and look for (and help others find) the positive in the world around us!**