

August 7, 2023

Dear valued customers,

Please see an update on our shipping hours and an update to our truck loading safety procedures.

Shipping Office hours:

- Shipping office is open 8:00 AM to 4:30 PM Monday through Friday. All BOL information needs to be received prior to 4 PM CST for paper work to be completed for shipping same day. All information can be sent to Shipping@durcon.com

Shipping hours:

- Scheduled BOLs can be shipped 8:00 AM Monday through 9:30 PM on Friday, excluding observed holidays. Once shipment paperwork has been completed with Durcon office, shipments can be picked up anytime from Monday at 8:00 AM through Friday at 9:30 PM. Special arrangements can be made for weekend pickups or deliveries; however, this will need to be pre-arranged through the shipping office.

Safety Procedures:

Effective August 1, 2023, Durcon has implemented a new safety protocol for loading trucks. All trucks picking up material from Durcon, must abide from the following:

- All van or box trailers will be hooked up to the dock with a Nordock J-Hook prior to loading or unloading in the shipping department. **This will be conducted by a Durcon Employee**
- Both rear wheels will need to be chocked on each side of the truck or trailer. **This will be conducted or verified by a Durcon Employee**
- Driver will need to apply locks onto the airlines of the trailer to eliminate the risk of the trailer moving. **A Durcon employee will deliver the Gladhand lockout to the driver, but the driver will install the Gladhand onto their trailer.**
- If any of the above safety requirements are not met, the trailer will not be loaded and the driver's company will be notified.

Thank you for your support in the new hours and procedures.