



July 13, 2020

Dear Valued Partner:

Thank you for allowing Lifetouch the privilege of creating a cherished yearbook for your school community.

Lifetouch realizes the significance of yearbooks and we regret that your school and its families were inconvenienced on our behalf. We are diligently working to complete your book while emphasizing the highest standard of quality and service possible during these unprecedented times.

We also believe that communication is of the utmost importance. Therefore, please allow us to share several important elements that have impacted our production capabilities specific to yearbook publishing:

**1. Safety Guidelines and Protocols for COVID19**

Lifetouch production facilities must adhere to the CDC and individual state guidelines. As you may be aware, when an employee tests positive the facility must be temporarily shut down and undergo a rigorous cleaning process before allowing employees to resume work. This creates a number of “start and stop” challenges for production.

**2. Lab Specialists**

Yearbooks production is a multifaceted process with various levels of expertise within the team building the books. Should an employee test positive, we run the risk of losing that person for an extended period of time. In addition, those employees who had close contact are also at risk of testing positive and being unable to work. That leads to minimizing our resources to maintain an optimum level of production.

Nothing we are experiencing is "business as usual" right now, but our commitment to you and the team we employ is to overcome these challenges, produce and deliver a quality yearbook for the school's families, and keep people safe in the process.

We sincerely appreciate your patience, understanding, and commitment to Lifetouch as a partner. Your yearbook will forever serve as a documentation of 2019-2020 history, as well as a collection of moments that unite your school community. Thank you for allowing us to assemble those memories for you.

Sincerely,

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Jeff DeCarlo  
Area Sales Manager

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Edie Archer  
NWPA Sales Director