

June 2, 2020

## **COVID-19 RESPONSE**

We recognize the heightened concern and are doing everything we can to protect our customers and employees. We are a locally-owned family company, guided by the principle of being an integral and active part of the community. We want to let you know we're thinking about all of you – our people, our customers, our suppliers, and our community – as we work through the effects of the coronavirus (COVID-19).

### **How are we addressing safety concerns regarding COVID-19?**

As part of our everyday practices, we follow strict safety policies and procedures, above and beyond what is required of us to ensure a safe environment for all. We continue to reinforce employee education regarding viral prevention and encouraging them to stay home when they don't feel well. Still, we are taking additional measures to help ensure the health and safety of our employees and customers. While not an exhaustive list, our responses to the virus are as follows:

- As part of our normal practice, our stores and warehouse facilities are cleaned and sanitized. Following guidance from the Centers for Disease Control and Prevention (CDC), we're increasing the frequency of cleaning and general hygiene maintenance in our store and warehouse.
- Stepping up our efforts to disinfect high-traffic and high-touch areas like workstations, door handles, and bathrooms, as well as posting signage about handwashing and other preventative actions.
- Added additional hand sanitizer stations throughout our store.
- Ensure our installers are strictly following CDC guidelines for washing hands and maintaining proper hygiene.

### **Scheduled Installations & In-Home Measures:**

We've advised all in-home associates, installation crews and service teams to follow everyday preventive actions including washing hands often, disinfecting frequently touched objects, carrying hand sanitizer, wearing gloves and practicing social distancing.

We're grateful to you, our valued customer and will continue to ensure our business practices and other measures for the safety of our customers and associates are consistent with the most up-to-date information.