



March 16, 2020

Dear Valued Customers:

Like you, we have been monitoring the ever-changing Coronavirus (COVID-19) updates. As we navigate the situation together, the health and well-being of our employees and valued customers are always our top priority.

We wanted to share with you the extra precautions we're taking.

Supporting Our Employees

We continue to share information with our employees on the best ways to keep themselves and their families safe and healthy. To help prevent the spread of the virus, we're encouraging anyone who feels sick to stay home, including those who may have been exposed to someone diagnosed ... and continue to encourage following frequent hand washing procedures.

We also have moved much of our workforce to working remotely, starting today so we apologize if we were hard to reach. Starting tomorrow you can anticipate the same level of customer service you are used to as our team is equipped to answer your emails or phone calls as our network and telecommunication systems are in place for this level of service. In addition, our Sales Representatives working in their territories are calling ahead before making a visit – to protect their health, and those they may meet during a visit. Additionally, we are practicing social distancing in each of our interactions.

Business Continuity

We are committed to meeting the needs of our customers and partners alike. Our work schedules will operate normally; should conditions warrant a change; we'll provide updates via our social media channels and website.

Keeping Our Showrooms Clean and Safe

We've always been proud of the cleanliness and operations of our Showrooms, and we know that keeping them clean and sanitized is even more important now. In addition to our daily cleaning efforts, we're increasing the time spent cleaning and sanitizing our Showrooms, especially in our most frequented indoor areas like high-touch door handles, restrooms and surfaces for your comfort.

Conducting In-home Services

We continue to perform all services as usual, which includes visits to your home from a Measure Technician and our Install Team. Prior to their visit, our Schedulers will ask if anyone in the home is sick, or if you have concerns, we would be happy to reschedule our visit for a later date. Our team will wear latex gloves and are prepared to disinfect any surfaces they touch.

We are continuing to observe best practices from the CDC and local health agencies in a rapidly evolving healthcare crisis. Thank you for your support and understanding as we make every effort to serve you.