



March 2020

Coronavirus/COVID-19 Policy & Safety Plan

Valued Customers,

Your health and safety (and our employees') are top priority for Sunburst Shutters & Window Fashions. Amid current concerns about COVID-19, we are sharing our company-wide health policy and safety plan so that all customers can feel safe in dealing with our team members. Impeccable customer service is our standard! In keeping with that high standard, Sunburst stores have enacted the following health-related policies:

1. All employees will have daily checks for temperature and signs of COVID-19.
2. We have mandated that all employees that are ill must stay at home.
3. All employees will avoid shaking hands in greeting customers or co-workers – using a wave or 'fist' - / 'elbow-bump' instead.
4. Each employee will maintain good hygiene practices generally (as outlined by the CDC) and keep a safe 'social distance' from others.
5. All employees will wash hands at least hourly and use hand sanitizer regularly – especially immediately before entering customer's homes.
6. All Sunburst stores have instituted enhanced cleaning/sanitizing efforts, including regularly wiping down counters and desks with alcohol-based wipes.
7. Sales reps and installers will not touch surfaces in your home beyond the windows and window trim.
8. Sunburst has canceled all non-essential business air travel for employees.

Sunburst Shutters' shop-at-home program offers you the benefit of staying home to upgrade your window treatments. With Sunburst, there is no need to leave the safety and comfort of your own home to accomplish this goal. Our Sunburst teams will provide an amazing shopping experience either from a personal in-home design consultation or a virtual design consultation via video chat.

Sincerely,

A handwritten signature in black ink, appearing to read "Dix Jarman".

Dix Jarman, CEO