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Memo

To: All Employees and Customers

From: Carl's Door Service, Inc.

Date: 3/16/2020

Subject: Covid-19 Update

Keeping our customers and associates safe is a top priority, so we wanted to share the steps we are taking in response to the coronavirus outbreak. While we have every intention to continue service and installs, we will follow the recommendations of the WHO, CDC and other governmental agencies as they are directed.

Starting March 23rd:

- We are modifying our current office hours
 - Monday – Friday 7:30a – 4p
 - No Saturday hours
- We ask that people refrain from coming into our office from now through April 6th.
- We ask that if you or any family members feeling ill, please contact our office and reschedule your appointment or work out other arrangements with our office for service.
- We are asking that our staff refrain from shaking hands for their safety and yours. Please understand that this is only to prevent the spread of Covid-19.
- When scheduling, ask the office for information on contact-free service options (not available if no way directly into the garage).

Here at Carl's Door Service, we have every intention of staying open for our customers' benefit for as long as we can. Please keep in mind that due to the current circumstances, we may not be able to make every appointment. We will do what we can to prevent rescheduling and to continue serving our community and customers. At this time that also includes staying home to help prevent spread of this illness. We ask for your patience and understanding during this time.

Please monitor our website and Facebook page or for any updates or changes to our business' operation, policies, or any possible closings. Thank you for your business!