



March 18, 2020

## CoVID19 UPDATE

At Sun Glass, **we exist to care for people**. This begins with the team members working at the Sun Glass stores in Farmington, Durango, and Cortez and caring directly for the wonderful people in the communities we serve. Over the past week, like many of you we have been processing the information and making decisions during this unprecedented time.

I want you to know that our primary concern is the health and well-being of our team and those we serve. We are committed to continue providing healthy products and services as you need them. Our plan is to continue to be open and meet your needs as we follow all national and local recommendations.

Last week one of our managers said to me, "this situation is giving us an opportunity to live out our core values." As I processed what he said over the past couple days, I believe he is correct.

### Core Values

- **Extra Mile Behavior** – We strive to go the extra mile for one another and in every customer interaction. To further this, we have implemented the following processes.
  - Increased our cleaning routines in our stores to decrease risks during this season. Disinfectant wiping counters, door handles, and other hard surfaces multiple times per day.
  - Service vehicles are being wiped down at the start of each day and as needed additionally: steering wheels, door handles, gear shifts, and cell phones.
  - We have also asked team members with any form of illness to not come to work, but to utilize their vacation & PTO time no matter how minor the illness. Each team member is signing a recognition of health each morning before leaving for their daily jobs.
  - Vehicles worked on in shop will be wiped down (steering wheel, door handles, & gear shift lever) with disinfectant before returning vehicle to customer.
- **Enduring Relationships** – It is in times of difficulty that I am grateful for this community and region we live. As we endure this situation together please let us know how we can serve you? We have been blessed to serve this region for the past 68 years and hope to continue to serve for another 68.
- **PPE (People, Product, Equipment) Investment** – Our 1<sup>st</sup> priority is the safety & health of our team members and customers. We intend to minimize pain points for our team members, our customers, and the business in very thoughtful ways during this season.

Thank you for being part of this community and continuing to allow us to serve your needs during this unprecedented time!!

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