

Preparation and Response to COVID-19

To Our Valued Customers,

First, we want you to know that You Matter and that we are very thankful to have the opportunity to serve you and your family. As the communities we serve continue to feel the increased impact of the coronavirus (COVID-19), we feel it is important to share with you what we are doing to ensure our Team Members are safe and healthy and prepared to deliver on our promise of *World Class Service* to you. Please be assured we have protocol in place and that we have taken proactive measures as advised by the CDC and local public health officials.

As part of our protocols, we have continued to emphasize our overarching **Safety 1st** commitment while implementing additional measures to conduct business within our Service Center – including the use of technology to allow Team Members to minimize travel and eliminate large group meetings/training sessions. We have also instructed anyone who is not feeling well to stay home out of an abundance of caution and to self-monitor their symptoms.

In addition, actions we have taken over the last decade with service and treatment protocol for your home, along with advancements in technology, allow us to care for your home with minimal interruption to your living space. We hope this will instill confidence for you and our other Customers in our ability to continue protecting your home and family.

Our hope is that through this unprecedented challenge, you will have the opportunity to grow with us and learn more about the Core values which make up the Daytons Shield: **Integrity, Courage, Perseverance, and Character.**

Thank you in advance for trusting us as we navigate this challenging situation one day at a time and determine how best to serve you and others within our communities. You Matter!

Sincerely,

The Dayton's Team

