

covid-19 update

and the steps we are taking at CBG

Dear Valued Enlightened Style Franchisee:

Collectively and understandably, the COVID-19 virus situation has commanded our attention; and it will continue to for the near future. Leading health organizations including the Centers for Disease Control (CDC) and the World Health Organization (WHO) continue to provide important guidelines to combat this disease. Here at Custom Brands Group (CBG) we have been working, consistent with updated facts and recommendations from the above-named organizations, to develop and implement our COVID-19 response plan to keep our employees, their families and our customers safe and healthy.

With the goal of transparent communications, we would like to share our plans for keeping our employees and work places safe.

We are assisting our staff in staying healthy by taking sanitary measures including:

- Minimizing outside guests to our offices. If a visit is necessary, the visitor must complete a health/travel questionnaire and submit it 24 hours ahead of time.
- Providing our employees with tissues, trash receptacles, hand sanitizers in all common areas including break rooms, conference rooms, coffee stations, etc.
- Providing information about available employee health services and the local availability of the seasonal influenza vaccine.
- With each employee's assistance, maintaining and improving our workplace cleaning routines, and providing supplies, including disinfecting wipes, to clean work surfaces and electronic equipment.
- Posting self-care instructions to avoid contracting the disease, along with symptoms of the disease, in prominent areas throughout all sites.

We support Social Distancing* to help mitigate the disease spread; our actions include:

- Eliminating visits to the plant by customers, any CBG employees not based at the plant and other outside guests/vendors.
- Eliminating all non-essential travel.

- Eliminating large meetings and conferences attendance. We support Budget Blinds/JM Family in their directive to postpone trainings.
- Eliminating handshakes, hugs and other close contact greetings

Additionally, we have advised our external sales team to use their judgement in meeting with their customers. Our goal is to keep everyone safe and healthy. If an in-person meeting isn't appropriate, they're available by phone or can video conference with you via a number of readily available technologies.

San Diego Trip Postponed

Yesterday we notified all San Diego trip travelers that the event previously scheduled for April 2-5th has been postponed. We are working with our travel partners on new program dates for later in the year. We will keep you update and certainly thank you for your patience as we work through this evolving situation.

It is important that we keep the impact of the COVID-19 virus in perspective, stay informed of the real impact, and make sound decisions that are in the best interest of keeping each other safe and healthy. We recommend keeping yourself up-to-date on this disease and access credible sites such as the [CDC](#) or the [World Health Organization](#).

We will continue to closely monitor the situation and provide updates on our business and activities as needed.

We will work tirelessly to help each other during this extraordinary and quickly changing period. Our greatest desire is to keep our employees, their families and our customers safe and healthy.

Best regards,

Wayne Gourlay, President

Custom Brands Group

**The CDC defines social distancing as “remaining out of congregate settings, avoiding mass gatherings and maintaining distance (approximately six feet) from others when possible.”*