

## COVID-19 UPDATE: california "stay at home" order March 20, 2020

Dear Valued Franchisee:

As you are aware, the State of California has issued a statewide "stay at home" order in its fight against COVID-19. With this new mandate, we wanted to report on how this situation affects our business and service to you.

### **Custom Brands Group Corporate Office**

Our corporate office and a number of our Area Sales Managers are located in California. Although the office will be physically shut down, we are equipped with the technology for our personnel to work remotely - and safely - from home. It is our hope that any interruptions in our day-to-day business activities will be minimal.

### **Vertical Blinds and Composite/Polyresin Shutters Production**

The Sacramento, CA, plant produces some of our Vertical Blinds and Shutters. As that plant is covered by the stateside closure, we have other plants producing these items, so any open orders will be re-routed to those plants for fabrication and shipping. Depending on your location, this may result in slightly longer shipment times.

### **FedEx Shipments**

All of our products fabricated in our Rosarito, MX facility are trucked to San Diego before shipping to you. Because FedEx is considered an essential business, FedEx continues to operate across the U.S. so deliveries should not be interrupted. In certain locations, "shelter in place" guidelines are impacting FedEx's ability to service some zip codes. If you are located within one of the affected zip codes, please work with your local FedEx office and efforts will be made to complete delivery following normal operating procedures.

### **Customer Service**

Customer Service and other support services are located in Salt Lake City, UT, which is open to support your business needs. Currently, greater than 50% of our staff are working remotely, while those that have selected to remain in the office are following recommended social distancing protocol. In the event the office needs to close temporarily, we are prepared to provide the essential services you require.



This is an uncertain time for all of us and we are fortunate to be in a position to ensure the safety of our employees while still being able to meet the needs of our customers. We continue to monitor the situation and will update you as new information becomes available.

We thank you for your understanding and continued support.



Michael Discenna  
Vice President, Customer Experience