

March 18, 2020

To our valued customers and partners,

We are continuing to monitor updates about the Coronavirus (COVID-19) and want to assure you that, all of us at Mylen Custom Kitchens are doing everything we can to keep our employees, customers, partners and the communities we serve safe. In our type of business, we are in close contact with our customers when we are in their home, so we want to make every effort to take extra precautions in order to maximize safety for everyone.

Following the direction of the Public Health Agency of Canada, we are continuing to introduce new safety measures to help contain the spread of COVID-19. Until further notice, these safety measures will now include the following temporary changes to our regular work procedures and practices, effective immediately:

- **Effective March 18, 2020, we have decided to temporarily close our showroom to walk-ins from the general public.** In an effort to practice our responsibility to participate in social distancing within our community, at this time, the showroom will only be open by appointment with a Sales and Design Consultant. We are still open for business and encourage you to contact us by phone or email to schedule an appointment. Appointments will be limited to one on one with a Sales and Design Consultant at any given time in the showroom, with no more than ten (10) people permitted in the area at the same time. These measures are in place until otherwise advised as the timeframe will depend on how things transpire in the coming days. We are prepared to make decisions in real-time to ensure safety of our customers and employees.
- As previously communicated, we want you to feel safe when you enter our facility and when our employees and installers enter your homes. We want to reiterate our commitment to increased health and safety measures and remind you that we have equipped our facility with additional cleaning protocols, with a focus on high traffic contact areas several times a day. Hand sanitization is at the forefront of our health and safety protocols. Be assured that extra sanitization will take place before and after all client meetings in our showroom, including sanitizing all samples after use, public washrooms and general work areas. Our staff have also been directed to sanitize their hands and any samples used between each client in-home site visit. Further, at this time, our staff are required to maintain reasonable distance of a minimum arm length from clients/visitors and avoid hand shaking. All of our employees have been advised to follow a safety protocol of regular handwashing and ongoing cleaning of surfaces, minimal physical contact and staying home if they feel unwell in self-isolation. We are additionally asking all employees to seek appropriate medical attention if they have symptoms consistent with COVID-19.
- To help minimize points of close contact with each other, we will be executing pre-screening phone calls to all clients, builders and installers to ensure you and those in your immediate household have not recently returned to Canada, are under quarantine and are free of symptoms of COVID-19. Additionally as part of our pre-screening procedures, we will inquire if you have directly come into contact with someone who is under quarantine. This will eliminate possible exposure of COVID-19 to our employees and installers when entering your home. We will also be executing the same pre-screening measures before scheduling in-person meetings and consultations with customers. This will include inquiry if you have recently been in higher risk areas in Ontario, such as Toronto.
- We will continue to deliver to job sites that consist of no more than fifty (50) people gathered in a location of close proximity of each other. Should a job site exceed this amount of people, we will cease services immediately.

- If you are not ready for your order delivery, install or service, it is not urgently needed at the present time, OR you are unable to allow people into your home due to quarantine, please let our Project Coordinations team know immediately so we can reschedule accordingly. You can be assured that we will do our very best to work with you to coordinate an alternate date with the least amount of disruption to your schedule as possible.
- Mylen will begin prioritizing our workload based on essential work, and as a result, some customers may see extended lead times. We want to reassure our customers that we will continue to work with you to the best of our ability to ensure any previously agreed upon lead times are met. As further government recommendations are communicated, we may need to continue to adapt our current workflow, at which time we will notify our customers in a timely manner.

We will continue to monitor the rapidly evolving situation around COVID-19 and actively follow the guidance and safety recommendations of the Public Health Agency of Canada. At Mylen, we value our relationship with our customers and partners and will continue to work with each and every one of you to provide the services requested while maintaining the health and safety of both you, your family, our staff and vendors.

We ask for your patience and understanding as we continue navigating these uncertain times. Please know we are doing everything we can to adapt to the constantly changing situation and make decisions that best address the changing environment while putting the necessary health and safety practices in place so that our staff are protected. Should you need any assistance from our team, please reach out to us and we will do whatever we can to assist. Stay safe.

Sincerely,



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