

## **To DIALOG Valued Customers and Communities,**

The safety of you, our customers, along with our employees and the entire community is vital to us. Like all of you, we are carefully monitoring the information regarding COVID-19 (Coronavirus). We want to assure you we are continuing to operate on a normal schedule and provide all our services to our customers, however we are taking additional precautions to help mitigate the spread of infection and are closely following the Center for Disease Control's (CDC) guidelines. We have put the following measures into place to ensure that we continue to provide our services in the safest possible manner.

- DIALOG employees have been provided reminders on good hygiene practices and wellness efforts such as frequent hand washing, the use of hand sanitizers and avoiding close contact with anyone who has a fever and a cough.
- We have asked employees to maintain personal space and avoid personal interactions such as handshakes
- We have asked employees NOT to come into any DIALOG office or enter any customer home or business if they do not feel well or if they are demonstrating any symptoms of illness

### **Continuing to Meet your Needs**

In emergency situations, we respond. During these difficult times, it's no different. We will continue to provide the service you can count on.

- Like always, our customer support call center is staffed 24/7 and ready to serve you
- Our technicians are available for your installation and service requests

### **Visits to Customer Homes and Businesses**

If you are expecting one of our technicians or sales consultants to visit your home or business, please know that we have taken extra precautions to protect you and our employees.

- All customer facing employees have received individual hand sanitizers and have been instructed to use hand sanitizer prior to entering someone's home or business and again upon leaving
- We ask if you or a family member has been exposed to COVID-19 (Coronavirus) or is experiencing cold or flu-like symptoms, please contact us to reschedule your appointment

### **Our Corporate Work Spaces**

We have implemented additional strategies and policies throughout our office locations to ensure we can continue to serve you and to further help prevent the spread of disease.

- We have severely limited the number of visitors to our corporate and branch offices
- We have limited or cancelled team meetings, intra-office travel, and large group events
- Offices are being cleaned and sanitized daily

As we continue to monitor this situation, we will be flexible and evolve as necessary. We have additional action plans ready to roll-out as the needs arise.

Thanks for your loyal business and let us know if we can do anything to help.

Best Regards from your team at DIALOG.