



DATE: March 16, 2020

TO: Customers of AE Door and Window Sales

RE: COVID-19 protocols

We wish to provide you with this information regarding how AE Door and Window Sales is dealing with the COVID-19 pandemic, both in our offices and at our customer's locations.

As a company that works in the construction industry, and is concerned with the security of our customer's homes and businesses, we have been deemed an "essential business" by the States of Ohio and Kentucky. As an essential business, we are allowed to continue to operate within the guidelines established by the states and the CDC.

1. The CDC does not recommend general COVID-19 testing for employees, unless they exhibit symptoms that occur with COVID-19.
2. We ask all our employees to self-monitor their health, and if they exhibit symptoms that might indicate a COVID-19 infection, that they stay home and confer with their doctor. In this event, employees must provide a doctor's release before returning to work.
3. We ask all our employees to use reasonable precautions when at work, including wearing a mask when within 6 feet or less of other employees or the public. Masks have been provided to all our employees for their personal use. Our offices are cleaned and sanitized on a regular basis.
4. We ask all our customers to respect our employees and remain away from where our technicians are working. When the work is complete, our technicians will inform the customer of any information that needs to be shared.
5. If a customer wishes, payment for work completed can be handled via phone. Call our accounting department directly at 513-595-5095 to provide a credit card number.
6. AE Door and Window Sales is committed to the health and welfare of our customers and employees. However, we are unable to provide detailed information regarding COVID-19 test results on any of our employees, as such information is protected by HIPAA laws. If a customer is concerned about their own health, AE Door would be happy to reschedule your work to be completed at a later time.