

Carolina Exteriors response to COVID-19 (coronavirus)

17 MAR 2020

At Carolina Exteriors, we care deeply about our employees, our clients and our communities, and take the evolving and global nature of the coronavirus very seriously. We are focused on ensuring our people and our clients are supported with information and resources; closely following the recommendations of the world's leading health organizations and their containment objectives and implementing our business continuity plans in response to the developments. While the risks and long-term impacts of coronavirus are hard to quantify and change day-to-day, we are taking the appropriate steps and continue to actively monitor the impact the virus may have on the communities we serve.

HOW WE ARE HELPING SUPPORT OUR PEOPLE

The risk around coronavirus is constantly evolving. We closely monitor the advice of the World Health Organization, U.S. Centers for Disease Control and regularly issue updates on the situation to all our staff. The information and advice we distribute is in line with the World Health Organization's recommendations and communications, including:

- Avoiding non-essential travel;
- Confidentially reporting if a member of the team or someone they live with may have been exposed to coronavirus;
- Practicing good hygiene through:
 - Wash hands frequently with soap and water for at least 20 seconds at a time.
 - Avoiding eye, nose and mouth touching with unwashed hands.
 - Avoiding close contact with people who are ill.
 - Covering your mouth and nose with a tissue when you cough or sneeze.
 - Avoiding the reuse tissue after coughing, sneezing or blowing your nose.
 - Cleaning and disinfecting surfaces that are frequently touched.
- Staying home if ill or exposed to coronavirus and seeking medical attention as needed.

We are further supporting employees with options to work from home as their personal situation warrants and are currently ensuring technology solutions are in place to enable that capability with little to no disruption to client service.

Leadership within the organization meets to assess the situation, evaluate each individual market's risk level, continuously review scenarios and needs, and implement our business continuity plans to ensure everyone in the organization is empowered to take the appropriate steps around coronavirus as it relates to prevention, vigilance, or for a confirmed or suspected case of coronavirus in one of our offices or adjacent office space.

HOW WE ARE HELPING SUPPORT CUSTOMERS

We understand that our ability to ensure the continuity of our business and client services is an important consideration in any client's decision to partner with us. Our essential business function plan contains steps to mitigate the risk of business interruption and ensure an effective and timely response in the event of an unforeseen disruptive event. Project Managers have been advised not to be inside your home, but if your project requires our Project Managers to be inside your home, we ask that CDC best practices are followed to keep us all safe.

Continuity of business and providing a social distancing option is now available for customers who would like to utilize this option. The [Carolina Exteriors Digital Experience](#) will be used for initial Design Consultations in lieu of in-person visits. For ongoing projects, please use BuilderTrend and the communication method you are comfortable with such as phone calls, text messages, google hangouts or FaceTime.

This includes identifying back up team members and subcontractors who can assist should your project manager or contractors fall ill. Additionally, we have updated our staff on CDC protocols for staying healthy that include, but not limited to: sanitizing surfaces that are frequently touched, avoiding touching others, sanitizing hands, and monitoring temperatures (before work and in the afternoon). We have equipped project managers with hand sanitizer and disinfectant, so they can follow CDC recommendations. We have asked project managers to stay home if they show signs of COVID-19 (shortness of breath, fever, cough) and to send subcontractors home if they show signs of COVID-19.

If you, the customer, show symptoms of COVID-19 (fever, shortness of breath, cough) please inform your project manager, if you have started a project, or your sales representative if you have not started your project, immediately. We will follow the CDC guidelines of home isolation meaning we will stop all projects and visits until you are cleared from a medical professional. Please read “what do to if you are sick” for more information. <https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html>”

If circumstances evolve to where our services to our clients face an imminent/or present threat, we will follow the CDC’s recommendations for COVID-19 exposure. This includes, but not limited to: testing for COVID-19, staying home except to get medical care, wearing a facemask if you are sick, symptom monitoring, and staying home until you are clear to leave home. All team members and subcontractors who are exposed to or test positive for COVID-19 will need clearance from medical professionals before returning to work.

WHO TO CONTACT FOR QUESTIONS

Please call our office with general questions or concerns at [\(919\) 886-7587](tel:9198867587). If you have more specific questions about “new” projects or services, you can request a unique link at [Carolina Exteriors Digital Experience](#); otherwise, due to the volume of calls and inquiries, our team will get the message and get back to you within two business days.