



## Dear Neighbours,

All of us are grappling with a very unusual and concerning situation that we, as a Canadian society, have not encountered in most of our living memories. We recognize that there will be a great deal of anxiety from our homeowners, team members, trade partners and the general public. We'd like to take this opportunity to provide an overview of who we are and why we do what we do.

At Jayman, the safety of our community, our customers and our team remain a top priority. We are following the guidelines set in place by the Government of Alberta and Alberta Health Services, ensuring social distancing and adhering to the recommended sanitation processes.

### At our sales centres visitors can expect:

- A maximum of 2 visitors per sales centre at a time
- Visitors that appear visibly ill are requested to leave and reschedule their visit for after their self-isolation period
- We ask all visitors a set of pre-screening questions to reduce the spread of this virus. When in doubt, we ask guests to refrain from visiting and return after the self-isolation period
- Upon entering a sales centre, visitors are asked to wash their hands immediately and refrain from touching any surfaces. All our washrooms are well stocked with personal cleaning supplies
- All interactions between our team and visitors are kept 6 ft apart
- Only sales team members will touch surfaces (ex. opening a pantry or closet door)
- All surfaces are washed down with a 70% alcohol sanitizer solution after each party leaves
- We offer appointments outside of regular showhome hours to maintain minimal number of visitors in the sales centres at a given time
- Appointments are conducted via FaceTime, teleconferencing and over the phone if and when possible.

This is an unprecedented time, but it is becoming the new normal for Albertans. As we navigate these challenges, we recognize that shelter is a basic necessity and our goal is to provide individuals with the ability to put a roof over their head. We strive to provide the highest level of customer service, whether that is at a sales centre or virtually, while protecting the health and safety of our visitors, team members and the public.

There's a lot to absorb so please feel free to reach out to us if you have any questions.

Sincerely,

**Jayman BUILT Team**

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