

April 15th, 2020

## COVID-19: “Helping you during these tough times”

Dear Clients,

Thank you very much for your continued patronage with Chez Vous.

Like all of you, I have been watching the spread of coronavirus around the world with increasing concern. All of us will be worried about the welfare of people close to us. We hear from our clients about the challenge of adapting to changes in their daily life: that their children cannot go to school; of working from home, and for some of our foreign clients, of being far away from their families or being unable to return to Japan.

This is a situation that I and my Chez Vous colleagues have been taking extremely seriously. I want to reassure you that as a provider of babysitting services, we have always taken great measures to ensure the safety of children and prevent infections. We continue to rigorously enforce high standards of hygiene in staff, who are given repeated guidance on infection prevention and health management. We also continue to operate our housekeeping service to ensure your home is a clean, comfortable and hygienic place.

In all of this, our staff are working hard to keep offering you the services that you need. Their well-being and that of you, our clients, has always been our number one priority. With this in mind, we ask that you please contact the company if you or any of your family members are feeling unwell, have symptoms associated with Coronavirus or have recently returned from overseas. This will ensure that the service we provide is as safe as possible for both you and our staff.

We stand ready, in line with Government guidance, to make any necessary changes to protect you. In the event that the Tokyo Metropolitan Government announces a lockdown, it is possible that we may not be able to provide full services during this period. We plan to continue to provide certain basic services in such an event and will make clear the new scope of our services by phone, email, SNS and on our website. We will always remain contactable to answer any questions from you.

Finally, I want to thank you again for your ongoing support. We wish for the well-being of all of our clients, their loved ones, and for a swift return to normal life.

Yours sincerely,

**Kisun Yoo**

CEO, Chez Vous Co., Ltd.