

April 8th, 2020

To our Valued Clients,

Chez Vous Co.,Ltd.

COVID-19 : Measures and Service provision policy

Following the declaration of state of emergency by the government, we would like to announce our policies and measures as follows:

1. Policy on service provision

- ① We will cooperate with the government's policy of “stay home”.
- ② As housework support is essential for most of our clients' family lives, we will continue to provide services in a limited manner.
- ③ Whether service provision is possible or not will be determined on a mutual agreement of the client, the staff and Chez Vous.
- ④ Clients may be asked to stop the service or reduce the frequency.

2. Reinforcement of infection prevention by our staff (To be implemented from April 8th)

- ① Use of mask and social distancing while commuting and during the service.
- ② Hand washing and disinfection and gargle upon arrival at the customer's home.
- ③ Body temperature check before commuting.

We appreciate your understanding in preventing the spread of the virus and ensuring the safety of all our clients and employees.

If you have any questions or request, please feel free to contact our office.

These policies may be updated depending on the evolution of the situation.