



## Windward Pacific Builders Action regarding COVID-19

Building satisfied customers one home at a time has been Windward Pacific Builders mission from the inception of the company. We take great pride in the outstanding quality of our homes and in the excellent customer experience we work hard to provide every day.

Windward Pacific Builders has been monitoring the ongoing COVID-19 situation and listening to guidance by our local, state, and federal governments. The situation is ever changing, with new information and new recommendations coming in daily. As a locally owned regional company our commitment has always been to serve and protect our Windward Pacific family which includes our team members, customers, trade partners, and all the communities in which we build. Our priority is doing our best to slow and/ or prevent this from spreading.

In all of our locations, we will re-open April 2<sup>nd</sup> for you to visit our communities and model homes. Given concerns associated with COVID-19, we want you to know that we have implemented the following safety practices to better protect the health of our homebuyers and employees:

- 1) Our sales centers remain open daily but to manage group size and practice appropriate social distancing, all visits will be “appointments only”. Please call the sales office for the community you would like to visit or our general information line 209-312-6560 to schedule your appointment.
- 2) All of our sales representatives have been instructed to maintain proper social distancing protocol with visitors. Our models are now a no handshake zone, you will be greeted with a warm and friendly smile.
- 3) Our model home centers are being cleaned and sanitized regularly. Sales representatives are also conducting additional cleanings throughout the day including between appointments.
- 4) Any employee exhibiting cold or flu symptoms, or who has a family member that is feeling ill, has been instructed to stay home. In return we would appreciate no tour scheduled if anyone is exhibiting cold or flu symptoms or has a family member that is feeling ill.

Our construction and customer care teams are taking additional preventative measures at all customer orientations and walk through to reduce the potential for spreading COVID-19. We would appreciate anyone not feeling well or demonstrating any symptoms please reschedule or postpone contact with our team.

It is our sincere hope that by taking these additional measures now, it will result in the quickest possible return to normalcy. We are here to help if you have any questions or concerns, and we look forward to building you a beautiful home, one home at a time.

Sincerely,

The Windward Pacific Builders Team