

An Open Letter to Our Valued Customers

COVID-19 UPDATE as of March 16, 2020

Like all businesses and retailers, we are closely monitoring the ongoing developments related to Coronavirus (COVID-19). The safety and well-being of our team and customers are our highest priority and we wanted to reach out to let you know that we are taking the recommended steps and precautions to both keep our team members informed and ensure your shopping experience is safe and pleasant.

We are being proactive and have increased our cleaning and disinfecting procedures, including:

- Cleaning every 1 hour and giving extra focus to frequently touched areas, such as counters, consultation areas, credit card keypads and other surfaces regularly handled by customers.
- We are also asking our team members to wash their hands hourly at a minimum and encouraging hand sanitizer after every business transaction.
- We are advising our team members who feel ill to remain home. We continue to monitor and follow the recommendations from the Centers for Disease Control, state and local health departments.

We are cancelling all non-essential travel and implementing home quarantines for team members who may have recently traveled to certain parts of the nation/world.

At this time, all City Mill and Simply Organized locations are open and operational during normal business hours. Additionally, we are working very hard to restock those items that are in high demand such as hand sanitizers, bleach, and cleaning solutions.

We know that caring for yourself and your loved ones are your most important concerns right now. Should you not feel comfortable visiting one of our stores in person, we understand and can also help you on both our websites, at www.citymill.com and www.simplyorganizedhi.com. We offer a Buy Online, Pickup In-Store service where you have dedicated parking near the front of the store.

Thank you for being a City Mill or Simply Organized customer! We wish you and your family good health!

Please contact these sites for more information:

- [Hawaii State Department of Health](#)
- [Centers for Disease Control and Prevention \(CDC\)](#)

Stay Healthy,

- Your Friends at your Neighborhood City Mill and Simply Organized

A NOTICE TO OUR VALUED CUSTOMERS

The Health of our Team Members & Customers is our 1st Priority.

- We are sanitizing our work stations, common areas and other high-touch surfaces at least every hour.
- Our team members may wear face masks & gloves as a personal choice.
- Our team members are washing their hands and/or using hand sanitizer at least once per hour.
- If you are not feeling well, please stay at home. However, you can shop online at www.citymill.com and have a healthy relative/friend pick up the merchandise. Or, if you are not comfortable coming into the store, you can shop online at www.citymill.com and have the merchandise put into the trunk of your car, when you arrive.
- If you have visible symptoms of any illness, a manager or supervisor may ask you to leave the store.

Mahalo for your understanding

CITY MILL | **big on help**
big on savings
proud to be local