



To our valued customers, suppliers, partners, staff and the general public:

In order to address the COVID19 Crisis, we are implementing our action plan effective March 17, 2020:

- Our showroom will be closed to retail public traffic.
- Any showroom visits are to be **By Appointment Only** and arranged with your associated Sales Representative.
- We have doubled our cleaning regiment of the entire showroom, kitchen, office, and bathroom facilities.
- Product and material delivery and pickup will occur through the warehouse bay only, and we will adhere to **social distancing** practices to minimize possible contamination.
- We are contacting all customers to determine if they wish to postpone their scheduled installations and/or service appointments.
- We have advised **ALL staff and subcontractors** to remain in self-isolation should they or anyone in their household exhibit signs of the COVID19 virus or any other flu virus. In addition, we are insisting that any of our staff and/or subcontractors who have travelled recently self-isolate for fourteen days.
- We will be working remotely but always accessible by phone, email, or text for immediate communication.

To assist individuals and fellow business owners, our Best Practice Considerations to Reduce the Spread of COVID-19 are as follows:

- **Social Distancing** is of utmost importance. If anyone can work from home, they should.
- For office staff, consider increasing desk separation as a possible means to control any spread of germs or virus.
- Each staff member is to wipe down bathroom, kitchen, desk and door handle surfaces after each use.
- Close any public areas immediately.
- Talk to your customers by phone, text, or email.
- Stock your trucks with disinfecting wipes, hand soaps, paper towels, and large water containers.
- Insist that technicians wash their hands before entering their vehicle and before entering and leaving customer jobsites.

We thank you for taking the time to review our policies and practices and for implementing any necessary changes within your operations and public interactions. We value you as a customer, partner, installer, and/or staff member, and we are concerned for the wellbeing of you, your family, and the general public.

Best Regards,

Todd Swekla
Co-Owner / General Manager

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Co-Owner / Sales Manager

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