

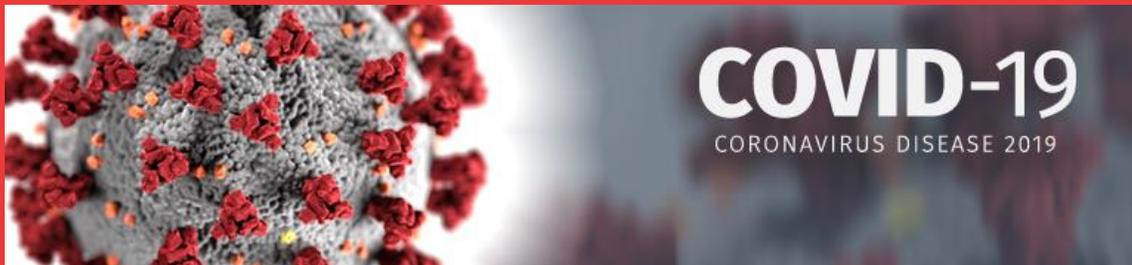
Here is what we sent to our employees on Friday. We also had a management meeting to discuss the situation and what they should be talking to their depts. with.

We trained our CSR's on how to ask the customer if there is or as been anyone sick in the home. Also we are letting the customers know what we are doing to protect them.

We had another management meeting yesterday morning to go over what would happen if the government decided to impose a mandatory quarantine and if HVAC would be considered an essential service.



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## Coronavirus Safety Measures

To All Stack Team Members

With all the information in the news regarding the coronavirus I want to share our safety measures with you. Like many of you, we are figuring this out as we go. Please be patient as we try to keep you safe and out of harm's way. We are not going to be able to stay away from people or work from home unfortunately do to the nature of our jobs. However we can take precautions to limit exposure.

Precautions we are asking you to take while at work or home

-Do not shake hands at this time. Whether at the office or at a client's property it is best

to maintain a no touch policy and observe a safe distance rule when possible (6 feet)

- Wash your hands often with soap and water or hand wipes. Utilize hand sanitizer when you don't have access to wash your hands.
- Use provided spray bottles of disinfectant and towels to clean tools, phones and other devices you may be using throughout the day. These are now available at the office.
- Stay home if you are sick. If you are experiencing a fever, cough and shortness of breath, seek medical attention.

We will also be asking our clients the following questions for the near future

Travel outside the United States

-If you or other members of your household traveled outside the United States since March 1, please notify our office. This will allow us to ask the right questions to determine the precautions that will be needed prior to arriving at your home.

Sickness in your home

-If you or other members of your household have experienced any of the coronavirus symptoms, please let us know. This will allow us to ask the right questions to determine the precautions that will be needed prior to arriving at your home.

If you have any questions or concerns please do not hesitate to let us know.