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TO ALL CLUB MEMBERS, CLIENTS AND NEW CUSTOMERS RE: Protocols and procedures for Covid19

We are an essential service providing heat, plumbing, drain-cleaning and clean air products to families in their homes. During the current crisis we will be taking the following precautions in addition to our current practices.

We will avoid gatherings in the office by having all technicians work from home during this time. Our office will still be open daily with managers and CCR's on hand to help with any concerns and answer and dispatch calls from 8-4. Phones will be turned over to our live answering service as usual for any after-hours calls for our services.

We will be disinfecting all office equipment and shared spaces including having our office atomized by OENANO/Vortex.

Our technicians carry bottles of hand sanitizer and disinfectant spray to bring into a customer's home and use. Please avoid shaking hands. We will be asking callers if they have any concerns regarding Covid19 and will advise our technicians on the work orders/calls of same. They are not required to go into a home if there has been exposure to the virus, however, will advise management if it is an emergency call so we can help that customer by taking extra precautions when in the home.

Due to the fact that so much false information, frustration and rumours are readily accessed please ensure that all of your information comes from the Alberta Government website dedicated to Covid19 for current recommendations ([www.alberta.ca/coronavirus-info-for-albertans](http://www.alberta.ca/coronavirus-info-for-albertans)).

Our employees are all committed to providing the best of service and our reputation is built on treating our customers as family. Please call our office if you have any concerns or questions while we all support each other in this next few weeks.