

## DRY AIR SYSTEMS COVID-19 Memo

First & foremost, we at Dry Air Systems sincerely hope that everyone and their families are staying safe and healthy during this time of uncertainty. COVID-19 has affected tens of millions of people around the world already and we can only hope that everyone is following all the precautions put forth by the Federal & State Governments to mitigate the spread of this awful virus. It has disrupted nearly everyone's daily life and routine. From work stoppages, to home schooling our children, to social distancing, it's all new to us and can be overwhelming at times. We wanted to take a moment to describe what steps Dry Air Systems is taking to ensure the health and wellbeing of our employees, customers and above all our families.

Dry Air Systems is taking all necessary precautions laid out by the Federal & State Government to prevent the spread of COVID-19, while also balancing the essential needs of our customers. ***Our customers should be aware we are taking the following steps listed out by OSHA in their newly created Guidance on Preparing Workplaces for COVID-19 (OSHA 3990-03 2020):***

- 1) Social Distancing: All employees are making necessary culture shift to keep a minimum of 6' distance from one another.
- 2) Employees that show ANY symptoms of ANY sickness are sent home immediately (or advised not to come to work) and are not welcome back without a doctor's note clearing them and/or all symptoms have subsided for a minimum of a week.
- 3) Work being performed in customers houses require gloves at all time and face masks if required/requested. We are also supplying our installers/technicians with Lysol wipes which are used to wipe down doorknobs, equipment and thermostats after our work has been completed.
- 4) Employees are encouraged to not share phones, desks, offices or tools of any kind.
- 5) All common surfaces in office environment are being cleaned 3x on a daily basis, all doors are locked, and no outside persons are allowed inside Dry Air Systems facility.
- 6) **\*NEW\* Virtual Quotes:** Dry Air Systems will begin to do virtual quotes with customers when requested. We will set up a time between you and our sales team, via FaceTime, Skype or Zoom (whichever is the easiest for you) to go through your HVAC needs. Everything from furnace & air conditioning replacements, new construction (please feel free to send us any architectural drawings you may have), Central Air Conditioning retrofits, Mitsubishi Ductless Mini-Split Systems, etc. Please just have a tape measure ready and we will go through the project with you!

In taking these steps, we are confident that this will mitigate the spread of the COVID-19 virus and still allow us to take care of all our customer's needs.

In the event our technicians must come into your home, we will mitigate the amount of time in the actual living spaces as much as humanly possible. **We also ask our customers to please inform us, if anyone in your household is sick or showing symptoms so that we can take added precautions on our end!** If you have any questions regarding our processes and procedures, please do not hesitate to reach out to us to discuss. From the bottom of our hearts, we wish you all the best health and we'll all get through this together!