

Dear Valued Brandon Heating & Air Conditioning Customers and Associates,

Since Brandon Heating & Air Conditioning was founded in 1991, we have always driven our organization to provide the best service and products in the industry. In response to the current COVID-19 virus situation, we wanted to provide you with confidence in our efforts to manage this situation. We have taken steps to ensure our employees are informed and prepared to use proper measures to limit the spread of the virus. Our intentions are to protect our customers, our employees and the communities we serve.

We are closely monitoring the information available from the medical experts, national agencies and governing bodies for our industry. Based upon these recommendations, we have implemented the following procedures throughout the company:

- **Our company remains open, and we have taken steps to ensure that we continue to keep our operations clean and safe.**
- We have advised all employees to stay home if they are sick, and to follow proper “social distancing” etiquette and hand hygiene at all times.
- We have instructed our employees to thoroughly clean and disinfect all sales and service materials, as well as all installation tools and equipment, prior to any on-site customer visits.
- All furnaces, water heaters, boilers, condensers, ducts, and related parts and products being installed at a customer’s location must also be cleaned and disinfected prior to leaving our facility for delivery.
- Employees are required to wipe down and disinfect any surfaces that they may come into contact with while at a customer’s location during any service call or installation.
- In addition, we have asked all employees whether they have traveled out of the country to any of the affected areas, or had contact with anyone who tested positive for the virus, and if they have, to report it to us immediately.
- As of now, we have confirmed that no employees have been in close contact with anyone that may have been exposed to the Coronavirus or tested positive for COVID-19.

When you schedule an appointment: To share in the effort to contain the virus, we are asking that our customers provide us with necessary information to protect our employees and community at-large. If you or anyone you have been in close contact with has reason to believe you have been exposed to the virus we will be asking you to reschedule your appointment. This measure is to ensure the safety of our employees as well as every customer we will come into contact with during the weeks ahead. We appreciate your cooperation with this request.

Daily:

- We are monitoring our employees and requiring them to stay home if they are sick.
- All employees are receiving temperature scans upon arrival to work. At Governor DeWine’s direction, anyone with a temperature of 100.4 or greater must remain at home.
- All technicians have been supplied with disinfectant wipes, disinfectant spray, gloves and shoe covers for use before, during and after all service calls and installations.
- Office associates have been supplied with disinfectant wipes, disinfectant spray and gloves for use throughout the day. They are being asked to frequently disinfect office surfaces throughout the day and after anyone enters the workplace – this includes technicians, delivery drivers, postal employees, etc.

- Employees who have any symptoms of respiratory illness are not to come to work until symptom free.
- Routine cleaning of frequently touched surfaces are being conducted daily

To further protect your home and family, we recommend you change your filters regularly. Because COVID-19 is spread through airborne particles, consider investing in electronic air filters or UV lights to capture and kill airborne particles, viruses and bacteria in your home. Call our office to discuss the options available for your home.

At any time, should you have questions or concerns, please do not hesitate to contact us. We are here for you and our community and will assist in whatever way we can, providing we do not compromise the safety of our employees and their families.

This is an evolving situation, but we remain committed to providing you with the best services possible. As additional information becomes available, we will update these procedures as necessary to protect the safety of our customers, our team members, and our community.

On behalf of the Brandon Heating & Air Conditioning team, thank you for your business and your understanding.

John Walter  
President

Pat Walter  
Secretary/Treasurer

Harold Hays  
Service and Installation Manager

Wendy Supple  
Operations Manager