



At CABS Heating & Air Conditioning the health and well-being of our customers, co-workers and communities is our top priority. As an essential service allowed to operate during this time, we choose to stay open so our customers know they can depend on us when they need our services, always. We know the concern and uncertainty surrounding the coronavirus (COVID-19) and we are committed to understanding the needs of our customers and team members as the situation evolves. We are taking all the precautionary measures to protect our customers, as well as our team members during this global outbreak.

We will continue to provide all services as usual. For the safety of our customers and our team, we have implemented some new procedures to run a clean service call on your home.

All employees who enter your home are protected with Nitrile/Latex Gloves, booties, face masks (if requested) and will require **no contact** with anyone at your home. Payment will be made with our contactless card reader, where touching a card is not necessary as the customer is able to enter the card or touch the reader on their own. Field employees will also sanitize and refresh protective gear after each appointment and before their next.

Here are the measures put in place by our management team to protect our customers and team:

- ✓ Our team has been supplied with hand sanitizer, Lysol spray and wipes, gloves and masks.
- ✓ Our office is cleaned and sanitized daily with germ-killing cleansers.
- ✓ Before we dispatch a technician, our office will be calling each homeowner to make sure that no one is sick in the home.
- ✓ Technicians will not shake hands with homeowners and will practice social distancing (6 feet).
- ✓ Our technician will keep his tools outside and will do their best to minimize time in your home.
- ✓ All tools and vehicles are wiped down and sanitized before and after service of all customers.
- ✓ All materials such as your invoice and estimate will be emailed to you.
- ✓ Our employees are asked to stay home if they are under the weather or showing signs of infection.
- ✓ CDC documentation and recommendations have been given to all employees. Our staff is meeting and discussing safety and preventive measures on an on-going basis.

If you have questions or concerns about installations, in-home consultations or services we provide, we're here to address them and offer flexibility to reschedule at your convenience. Stay safe.

