



Customer and coworker safety is always the #1 priority at Hauser Air. As the Coronavirus concern continues to evolve, our industry leading health and safety focus requires heightened diligence. We recognize there are cases arising in our areas of service and there are questions about how we are working to minimize the impact of COVID-19. Therefore, we want to make you aware of steps we are taking in the interest of health and safety during this time.

- We are actively monitoring updates from the CDC and local health officials.
- We are prepared to respond to customers' needs as promptly as ever because we understand that HVAC, plumbing, and electrical systems are critical services. We remain committed to serve our communities during this time all while ensuring the safety and comfort of our employees and customers.

All technicians will be equipped with the following personal protective equipment (PPE) when entering homes or businesses for peace of mind and prevention:

- masks
- gloves
- shoe covers
- We are requiring coworkers to stay home or seek medical attention consistent with CDC and WHO guidelines if they are symptomatic. Should there be concerns about any employee please contact us at (877) 344-1547.
- We are encouraging all customers and employees to take advantage of the guidelines and safety tips provided by the CDC and WHO:
 - Wash your hands often with soap and water for at least 20 seconds
 - Use an alcohol-based sanitizer
 - Keep away from others that are sick
 - Avoid touching high-touch surfaces in public places
 - Avoid touching your face, nose, eyes, etc.
 - Clean and disinfect household objects and surfaces in your home
 - Avoid all non-essential travel

According to the CDC, if you think you have been exposed to COVID-19 and develop a fever and symptoms of respiratory illness, such as cough or difficulty breathing, call your healthcare provider immediately. Your healthcare professional will work with your state's public health department and the CDC to determine if you need to be tested for COVID-19.

We will continue to communicate and make necessary adjustments as this situation continues to evolve. Rest assured, Hauser's concern for the well-being of our customers, coworkers and their families and our communities will never change.

Please see the following resources for additional information and best practices:

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

WHO: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Sincerely,

Handwritten signature of Roy Hauser in black ink.

Roy Hauser
Founder

Handwritten signature of Katey Gallagher in black ink.

Katey Gallagher
General Manager