



Charles A. Klein & Sons, Inc.

PLUMBING • HEATING • AIR CONDITIONING • VENTILATION

5220 Klees Mill Rd • Sykesville, MD 21784

410.549.6960 • Balto: 410.781.4946

Fax 410.549.1073

March 17, 2020

Dear customers, vendors, subcontractors, and employees:

Our company takes the safety and health of our customers, employees, and surrounding community very seriously. Given the recent headlines and questions surrounding the Coronavirus (COVID-19) outbreak in the United States and throughout the world, we'd like to clarify our company's position on the pandemic's impact on our business.

We are currently unaware of any customers, vendors, subcontractors, or employees who have contracted the coronavirus within our employer network. However, in accordance with the CDC Recommendations for Businesses and Environmental Cleaning and Disinfecting we want to highlight the following practices and directives from our management team that will help protect us all:

- If anyone is sick, feeling sick, caring for someone who is sick, or has been in contact with someone who is sick, we urge you to stay home and follow the recommendations of the CDC and health organizations.
- If anyone is concerned with the health of themselves or others, we recommend that they refer to the CDC Covid-19 Risk Assessment Chart as well as their supervisor for guidance.
- We recommend social distancing by maintaining 6 feet of separation for activities as can safely be applied.
- It is mandatory to regularly clean and disinfect frequently touched surfaces, including iPads, cellphones, and personal computer accessories.
- Our employees are performing additional duties, including the use of Clorox disinfecting wipes on doorknobs and Lysol on frequently used areas.
- Our office will be thoroughly cleansed at the end of every business day indefinitely.
- Hand sanitizer is to be provided wherever available for added protection. Our service technicians are required to use hand sanitizer before and after entering our customer's homes/jobsites if hand sanitizer is readily available. We have increased the purchasing of hand sanitizer from our vendors for an additional allocation to all of employees.
- Masks, gloves, and booties are to be provided wherever available for added protection as well. Our service technicians are required to wear this equipment before, during, after entering our customer's homes/jobsites if readily available.

Thank you for all you do to continue to keep the safety of everyone in this crisis a paramount priority. We will continuously monitor the rapidly evolving situation and will communicate further if additional recommendations and guidance is promulgated from health and governmental authorities. If there are any further suggestions to implement, please inform the management of Charles A. Klein & Sons, Inc.

Sincerely,

Michael Klein
President