

FRANK GAY SERVICES

August 13, 2020

To Our Valued Customers:

In light of the COVID-19 pandemic, we've made updates to our safety protocols. Nothing is more important to us than the safety of our customers and employees.

Guidelines for Technicians Visiting Your Facilities:

- Any Frank Gay technician must be wearing full Personal Protective Equipment (PPE) including a face mask, gloves, and a work uniform
- If required, we can have our technicians tested for COVID-19 prior to starting work at your location
- We can provide services without *any* direct contact. Our technicians use the latest cloud-based software and can electronically document, estimate, invoice, bill, accept payments, and record signatures. See this video for more details: <https://tinyurl.com/y5sgrc7h>

Office Guidelines:

- Visitors must take their temperature and cannot enter any of our offices with a temperature above 100 degrees
- Visitors, including all full-time employees and technicians, must wear a face covering at all times
- All surfaces in our offices are deep cleaned several times per week by professional cleaning crews
- Employees must be at least 6 feet apart and we have placed blue X's in any common area to remind employees where to sit or stand
- Employees are told to stay home if they feel sick in any way and to immediately alert their manager

Thank you,

The Frank Gay Services Team