



Whatever it takes.

Dear Value Customers,

At M&W Heating and Air, Inc., we care about and are committed to the wellbeing of our Employees, Customers, and Communities that we serve and wanted to provide you with an update about how M&W is addressing the challenges of the coronavirus (COVID-19) that is affecting communities in Southwest Georgia and across the World. While we do not know how this virus will specifically impact our community, it is important that we take every precaution to keep our service and install vehicles -and our Employees- on the road to service your business and home.

Effective Wednesday, March 18, M&W has implemented the following safeguards to ensure we are doing our part to help stop the spread of the virus:

- **No Handshake Policy.** Employees are to not shake hands with customers upon greeting or departure of a home or business. For signature approvals, customers will be asked to use their own pen.
- **Daily Employee Testing.** Employees are asked to verify their bodily temperature prior to departure of their homes, by a digital infrared thermometer, every day to ensure no one is running a fever.
- **Sick Employees.** Employees who becomes sick, run a fever, or feel under the weather are asked to stay home until such a time is determined they are not putting others at risk for illness.
- **Continuing Education.** M&W's employees have been instructed to follow CDC guidelines for cleanliness, and have implemented additional sanitation procedures to prevent the spread of the virus. We also have implemented protocols to disinfect components of the HVAC systems and are taking precautions to avoid transmission of any virus or flu by a M&W Employee.

Additionally, we are asking customers with a scheduled in-home appointment to identify if anyone in the home or business is experiencing flu-like symptoms or may have developed medical issues related to the virus. In these cases, we will take steps to avoid going inside while trying to solve the problem from outside the home, keeping our employee and the community safe. In some instances, we may need to reschedule the appointment at a later time.

8305 Highway 80 | P.O. Box 1190 | Lizella, GA 31052 | (478) 935-3190 | mwheatair.com



In closing, we understand these are very trying times for the United States and the World. While these precautions may seem unnecessary, our goal is to maintain uninterrupted service to our customers by keeping our employees as healthy as possible. We are following the latest information and direction from the Federal, State, and Local Governments, as well as the healthcare system and will be in communication with our customers via Facebook and email.

If you have any questions or concerns, please call our office at 478-935-3190.

Sincerely,

Michael Weeks
Co-Owner
M&W Heating and Air, Inc.