



March 17, 2020

Statement re: COVID-19

Dear Friends of Courtney's Heating & Cooling:

Our Company's priority remains the health and safety of our clients and employees. We also understand that Courtney's provides vital services that sustain our customer's health and comfort. Accordingly, we plan to remain open and available to respond to your immediate heating and cooling needs throughout these uncertain times. However, we are also implementing several precautionary steps in response to the evolving public health situation, as follows:

- We are requiring any employee who exhibits flu-like symptoms to go home immediately and stay at home until they are symptom free for at least 24 hours (and longer, if warranted);
- Our technicians have been instructed to minimize physical contact with our customers and, to the extent possible, maintain "social distancing" (so please don't be offended when your technician doesn't offer you a friendly handshake when we arrive or leave); and
- Within the last 12 months, Courtney's has made substantial investments in technology which will allow us to complete most transactions electronically and minimize the need for direct physical interaction. Accordingly, for the next two weeks, we will not require a physical signature on invoices or estimates (verbal or email approvals will be accepted) and, to further limit direct contact, we are also offering the option to call in to the office to make payment by credit or debit card or to use our online payment options.

Our only request of our clients is that you also take steps to minimize the possibility of transmitting coronavirus (or other illnesses) to our team members by doing the following: (i) make our team aware, in advance, if anyone in your home or business is sick so we can work with you to develop a strategy to get you up and working while avoiding unnecessary exposure and (ii) in the event we come to your home, please provide our technician adequate physical space to provide you great service while mitigating any unintended transmission risk. Notwithstanding our good faith efforts, including as described above, you acknowledge and agree that there is some risk of unintended transmission of coronavirus by virtue of inviting our technicians into your home or business and interacting with them. You further acknowledge and agree that you have a shared and equal responsibility to make us aware of known circumstances which may put Courtney's personnel at risk so that we may address those circumstances appropriately, in advance. If you do not feel that you are able to fulfill these responsibilities, or are uncomfortable at this time assuming the potential health risks associated with in-home/in-business service, please let us know so that we can reschedule your appointment to a date after the public health threat abates.

We are clearly in uncharted territory, so your understanding and patience is appreciated while we do our best to continue to provide our services while navigating the uncertainty these new circumstances have presented. We extend a sincere thank you to our loyal customers for trusting us to be in your homes or businesses and we will continue to try and make every visit a good experience – even in these most unusual of times.

Regards,

Robert L. Reilly | President