

Our Response for the Novel Coronavirus, known as COVID-19 Virus

We are committed to protecting our staff and customers from exposure to this viral emergency and providing a safe work space.

1) Schedulers will ask if you have anyone sick at home and offer to reschedule if someone is, even if COVID 19 is not suspected.

2) Installers will wear shoe/boot covers and gloves in your house.

3) All installers will carry hand sanitizers on their person.

4) We ask customers to respect a space of at least 6 feet of social distancing from our employees at all times when on-site.

5) If the Technician feels any potential medical threat, they are empowered to suspend the installation (at no charge to the customer) for their personal safety.

6) We are suspending the charge to cancel an appointment within 24 hours if sick, although it will still stand if you do not show or call.

7) If the customer desires the Technician to wear additional PPE we will make every effort to accommodate that request, however due to the shortage of masks in this area we are unlikely to be able to accommodate requests for masks.

(continued below)

8) We are taking personal protective measures in our offices and stressing preventive action. We have implemented all measures necessary to mitigate the impact of the virus (COVID-19) on our customers and our team. We have also implemented procedures for business continuity, such as remote working for personnel. We are prepared and can work efficiently and securely to uphold CDC recommendations. At this juncture, operation is normal, but we are also tracking any changes to industry supply chain slowdowns or blockages that may affect the pacing of installations and repairs and we will keep you informed.

As always, we encourage use of our Customer Portal, available on our website Vabb.com to make payments and using the Check Availability Feature or calling our Sales line to inquire about new service. If you were planning to visit one of our offices, let's consider a phone call instead, particularly if you have any underlying health condition, care for someone who does, are a member of the at risk population or over the age of 60.

We will continue to closely monitor the latest information from the Center for Disease Control (CDC) and evaluate additional measures to support our customers. In the meantime, we encourage you to get the latest information from the CDC at [cdc.gov](https://www.cdc.gov).

We're working to ensure we maintain our ability to serve you, our customer, for the long term. Our senior leadership team remains vigilant and is monitoring the situation in real time and responding rapidly as conditions evolve.

Please be safe and stay healthy.