



5/13/2020

Dear Valued Customer:

As you may know, COVID-19 is a concern for all industries and individuals from every walk of life. We understand that customers have anxiety about service professionals who need to enter their facilities at this time. We would like to take this opportunity to reassure you that we are carefully monitoring the evolving situation and are in regular contact with health agencies for information and guidance.

At this time, we are conducting business as usual and implementing strong preventive measures in line with recommendations from the Centers for Disease Control and Prevention (CDC), as well as state and local health agencies. It is our goal to protect your customers, families, and employees, to regularly inspect and maintain your equipment, and to help prevent loss of lives and property in an emergency situation. Maintaining your fire protection equipment at the highest level is absolutely critical.

We would like to share some information about Allstate Fire Equipment's efforts to keep our staff, customers and communities safe and healthy, including:

- ✓ Increasing the frequency of cleaning and disinfection in high contact areas, including our trucks, inventory, and throughout our building and offices.
- ✓ Reinforcing best hygiene practices and illness prevention to our staff.
- ✓ Encouraging the use of increased hand washing and sanitation, glove wearing, masks, and avoiding close contact with others.
- ✓ Staff is instructed to stay home if he/she is not feeling well or if they have a temperature.

We are also taking steps to make sure that as we visit your facility, we are only sending technicians who are:

- ✓ Considered healthy and not experiencing any signs or symptoms of the COVID-19 virus or any illness
- ✓ Has not traveled to a location that is considered high risk for the COVID-19 virus
- ✓ Has not knowingly come into contact with anyone carrying the COVID-19 virus
- ✓ Do not live with close relatives who are at risk (for the protection of their loved ones)

We realize this is certainly a developing situation and Allstate Fire Equipment's ultimate goal is to keep our customers and our staff safe. We will follow up should there be any updates to our current protocol. We do ask that if we are scheduled to visit your facility and an employee or customer of yours has been diagnosed with the coronavirus or has come in contact with someone who has the coronavirus, that you please contact us to discuss the need to reschedule service at 860-793-6900.

Thank you for your patience and understanding. If you have any questions, please call 860-793-6900.

Thank you.

The Entire Team at Allstate Fire Equipment