



March 12, 2020

Polar Plumbing, Heating and Air Conditioning
1402 Route 300, Ste 3
Newburgh, NY 12550

Re: COVID-19 in the Mid-Hudson Valley

To Our Clients and Residents of the Mid-Hudson Valley:

As the attention and concern rises in our area regarding the appropriately-labeled pandemic, COVID-19, we want to share with our community the proactive steps that we're taking to ensure that, throughout this period, we can continue to service our clients and perspective clients with assurance that we are doing what it takes to eliminate the possibility of contracting or disseminating any illnesses.

Even though our normal service practices, including clean uniforms, great hygiene, wearing shoe covers and et cetera, give us an advantage, we are going take the following steps before, during and after each visit to any individual's home:

- We will wash our hands, with antimicrobial soap, antibacterial rags and company-supplied water, in the driveway before, during and after each service, maintenance or installation.
- We will wear vinyl gloves throughout the duration of our visits.
- If necessary or requested, we will wear masks. While medical professionals advise that masks are only necessary if someone is coughing or ill, we will provide them to our team and will wear them by request to ensure our clients feel comfortable throughout our visit.
- Our *entire team* has been restricted and has willingly agreed to avoid any after-hour activities that are comprised of large groupings of people. We have canceled any outsourced company activities and training opportunities until a more appropriate time. Our trainings will continue in-house.
- Additionally, we are committed to continue to stay on top of the situation and each of our team will be educated about the situation so we can continue to be proactive and ensure there will be no reasons why we cannot continue to work with existing and service new clients in a time of need or want.
- We will adjust as necessary as additional and credible information becomes available.

Should any residents or current clients have any questions, please do not hesitate to call, text or email us at any time. You will find that our top-notch service will continue, and we will continue to grow our excellent reputation.

We're here for you.

Best,

A handwritten signature in black ink, appearing to be "Ray Hedrick".

Ray Hedrick
Cofounder, CEO
Polar Home Services, Inc
P: 845-522-5112
E: ray@polarhomeservices.com