



"Call the Top Dog!"



Air Conditioning · Heating · Drain Cleaning

1049 KINGS HIGHWAY · WEST DEPTFORD, NJ 08086
856-845-2100 · WWW.CAMPBELLCOMFORTSYSTEMS.COM

NJHVAC BILL CAMPBELL LIC.# 00405500

The Campbell Commitment: COVID-19 Coronavirus Protocol March 19, 2020

To Our Valued Customers:

The **Campbell family of companies**, through our HVAC and drain cleaning services, are in the business of maintaining the health, safety and welfare of your family and your home and is therefore an essential business that cannot shut down. We have implemented a number of processes and policies to keep our staff safe and healthy and not bring an unwelcome viral visitor to your home.

Here are the steps we are taking:

- All call takers and dispatch personnel are working from home (we hope you will forgive background noises and the occasional glitch in our remote operating processes).
- Essential administrative staff is still reporting to our office to keep operations running smoothly.
- We are using enhanced sanitizing procedures in our facility following CDC and government guidelines.
- We know a thing or two about ventilation (the "V" in HVAC!) and have our offices mildly pressurized so that bad stuff is pushed out and not allowed to take up residence.
- We also use air cleaning technology to further enhance our inside environment to help keep our team members as safe as possible.
- We are keeping our field technical people out of the office/shop and separated to the extent possible.
- We have canceled all non-essential meetings and training for now.
- Our apprentice training must continue, but these folks do not meet with customers and will not be interacting with other personnel. We are following CDC protocol for social distancing, personal hygiene and continual sanitizing of the training area.
- We are monitoring every employee's body temperature each morning.
- If there is a suspicion of illness, the affected employee must self-quarantine.
- We have a sick pay program and will do everything in our power to protect those employees financially.
- Before coming to your home our dispatch personnel will question you about the presence or possibility of illness in your home. Please forgive us, but we want to protect our folks as well as you and all the customers we come in contact with.

Once at your home:

- We will minimize the areas in your home that we must be in.
- We will wear gloves and boot covers at all times in those areas.
- We will sanitize our tools, vehicles, and any surfaces we touch with approved disinfectants.
- We are on a fully electronic platform, including asking you to sign your technician's iPad. We will sanitize the iPad every time before asking you to sign.
- We will wash our hands with soap and water or alcohol-based hand wipes regularly.
- We will clean our work area and sanitize any surfaces in your home that we come in contact with.

The Campbell Commitment:

We aren't going anywhere! Our promise: "Same Day & Emergency Services" 24/7 to help you maintain your home's comfort for as long as we can legally comply with mandated curfews and restrictions. Even in time of uncertainty, we will provide the BEST customer service experience of your life... or you don't pay!

Sincerely,

The Campbell Family of Companies