



As we continue to monitor the unforeseen situation that is present with the coronavirus (COVID-19) and associated illnesses, Falcon Heating & Air Conditioning has developed this policy to maintain a safe and healthy environment for all team members, visitors, and customers.

Falcon Heating & Air Conditioning wishes to ensure all customers that we have continuity plans in place to deliver uninterrupted service and support to customers as we navigate the uncertainty of COVID-19.

Falcon Heating & Air Conditioning's Team

We have implemented an extensive COVID-19 Policy with procedures in place. We have implemented additional sanitization and cleaning protocols in our office, warehouses, fleet vehicles and work locations. We have equipped field staff with necessary equipment to ensure safe working procedures in homes and businesses of our customers. The policy and procedures set in place are largely precautionary and will be constantly monitored and adjusted.

As we continue to serve our customers during the COVID-19 crisis, we want to assure you of the steps we are taking to keep you and your family safe.

Our technicians will always:

- Be in a clean uniform
- Wear protective shoe covers inside your home
- Engage in regular hand washing and hand sanitation
- Wear a mask and gloves at all times

Our #1 priority is to keep you and the community safe. If you see a Falcon Heating & Air Conditioning employee engaging in unsafe or unsanitary habits, please report this behavior to service@falconhvac.com.

Falcon Heating & Air Conditioning's Plan

No employees showing symptoms of COVID-19 will be working while showing symptoms and will not return until medically cleared. Prior to each home visit, our Customer Service Representatives will call to confirm the appointment. We encourage those who are well to keep their appointments, and respect customers who are ill or high risk and wish to reschedule. Every effort to reschedule appropriately will be made.

We ask all customers to respect the health and safety of our team and community. Should you be experiencing any symptoms, please contact our office right away to reschedule.

As we continue to monitor the situations, further communications may be updated.

Should you have any questions regarding this policy or wish to discuss our COVID-19 practices, please contact our Service Department at **703-450-7777 Option 2** or **Service@falconhvac.com**

Sincerely,

Bruce Rahmani, President

Falcon Heating & Air Conditioning