



COVID-19 Customer Notice

March 16th, 2020

To our valued customers, suppliers & partners,

The world is grappling with a health issue of enormous scale, that is potentially impacting every part of our daily lives. It is hard to fully comprehend the level of uncertainty we are seeing in our communities right now about how COVID-19 (Coronavirus) will impact families, friends, and the citizens we serve. We care and are concerned for all of those affected.

We are closely monitoring the situation and are complying with health and government recommendations. In the meantime, we are taking additional precautions, beyond our normal daily practices, to ensure our business is prepared to serve our customers, with the extra care and attention that is warranted during this time. Some of these steps are noted below for your information:

- 1. All Kings Refrigeration & Kings Electrical crew members have been educated on additional safety protocols, as outlined by the national and local health authorities. Extra cleaning, washing and sanitizing are being mandated and practiced by all employees.**
- 2. We have instructed any employee who displays Covid-19 symptoms or is feeling unwell to stay home and self-isolate for 14 days before returning to work.**
- 3. We have implemented a policy restricting any of our employees who choose to travel outside of Canada from returning to work for 14 days following their return to Canada.**
- 4. We will be pre-screening our customers and will only be booking service appointments with those who do not display any Covid-19 symptoms and have not traveled, or been in contact with travelers, outside of Canada in the past 14 days. We also ask that any affected customers refrain from visiting our office.**
- 5. Please note that our employees have the right to refuse work to any customers they feel are displaying symptoms that may put them at risk. We will rebook your appointment and ensure all rescheduled bookings are maintained as a top priority.**
- 6. If you have an upcoming appointment and are experiencing fever, cough, difficulty breathing or have travelled, or been in contact with individuals who have travelled, outside Canada, we request that you reschedule for everyone's safety. Please contact our office @ (902) 678-5314.**

As the situation continues to evolve, please be assured that we will be constantly reassessing and adapting our processes to adhere to the latest updates and health guidelines. If you have any questions or concerns, you can email us at admin@kingsrefrigeration.com.

We recognize that these are unsettling times and we want you to know that your safety and wellbeing is our first priority.

Sincerely,

Wally Myalls
President/Owner