



March 16, 2020

A letter to the entrusted staff of Finan Home Service and Millcreek Plumbing and Mechanical;

At both Finan Home Service and Millcreek Plumbing and Mechanical , we have implemented the following simple 8 point plan:

1. Talk to our employees continuously. They are our eyes and ears as to what is happening in our business. Really listen to them.
2. We set up a COVID-19 task team that meets every 2 days minimum to stay on top of the wave. It's a small group that represents every part of our business.
3. Communicate daily with our employees. They will need real, factual information from a trusted source that is not Instagram. We cannot over communicate.
4. Review employee support benefits and policies. Make changes as needed as we will be asked to do things on a scale not previously contemplated.
5. Cleanliness is next to godliness. We implemented inflexible personal hygiene policies with our employees. It starts with hand washing but includes wiping down truck seats and steering wheels every day, wiping down a tablet before and after giving it to a customer to sign, wiping down a thermostat before and after adjusting it, wiping down high touch areas of your office every day. Supplies of cleaning products are becoming scarce. Be creative. This is not optional.
6. Communicate with our customers. They need to be reminded and reassured that we provide an essential service that can help them and that our technicians and comfort advisors are following the hygiene protocols above.
7. Stay in contact regularly with all major suppliers and ensure we are up to date on any supply chain issues. This also includes services such as answering services. We want to know that they have plans to be in business to support us.
8. We have a plan for key staff members to be able to work remotely in case we need to shut down our office. We are limiting the amount of access we want to give our technicians to the office.

COVID-19 as this corona virus is called has been projected to infect some 30%-50% of the world's population. I believe that we are well past the point of containment of the disease and we are all going to have to figure out how to mitigate it. The good news is that the majority of us who are young and healthy will have little to worry about. We will get the disease, self quarantine for a couple of weeks and then we will be fine. However, our employees will get sick, we will get sick and our customers will get sick. This will disrupt our businesses in a major way.

This is not a time to panic. As HVAC, plumbing and electrical contractors, we provide an essential service to our customers. As more people decide or are directed to work from home and schools and day care centres close



and children are home, our customers will want to be assured that their homes are as safe, comfortable and healthy as they can be. They will want to know that the people who come into their homes have taken every precaution to avoid spreading the disease.

In addition, Catherine, who runs Finan Swim School, is proposing that we open our home up to our employee's children in order to facilitate the unexpected child care issues. There would be no cost to you for your children to be cared for by the Swim School staff. We have an indoor pool, plenty of toys and activities, and the staff of Finan Swim School are fully trained with children of the affected ages. We only ask that you bring lunch for your child, and for the younger ones a change of clothes. Hours will likely be 7:00AM to 6:00PM, Monday to Friday.

We are all going to have to work harder than we have ever worked in our lives. It won't be easy but together we can get through it.

Best regards and stay well,

John Finan
President