



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

Flock's 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.

Flock's Heating & Air Conditioning Team

Flock's Heating & Air Conditioning has implemented an extensive COVID-19 Response accompanied by Flock's Heating & Air Conditioning COVID-19 Temporary Risk Management Procedures. 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. We have increased options for remote work where possible. The policy and procedures set in place are largely precautionary and will be constantly monitored and adjusted.

Flock's Heating & Air Conditioning Plan

No employees showing symptoms of COVID-19 will be working while showing symptoms, and will not return to work until they have been cleared. Prior to each home visit, your technician will call to confirm the appointment. At this time, the technician will confirm that nobody at the location is experiencing symptoms of COVID-19, or has experienced symptoms within the past 48 hours. 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 the our COVID-19 practices, please contact Mark or Dan Flock at 608 654 5522 or mark@flocksheating.com

Thank you,

Mark Flock

Flock's Heating & Air Conditioning