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**REFRIGERATION & MECHANICAL** Inc.

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6325 WELCOME AVE N STE 200 • BROOKLYN PARK, MN 55429  
(763) 231-8300 • FAX (763) 231-8320  
[www.southtownrefrigeration.com](http://www.southtownrefrigeration.com)

Dear Value Partners,

We want to communicate that we proactively planning and communicating with our employees, vendors, and customers in regard to COVID-19. We want to assure you that we are remaining open for 24/7 service as we always have. Below are precautions that we are taking to ensure the safety of our employees, their families and our customers.

- We will not be requiring our field techs to get a signature from customers. They can either take a photo of a signed piece of paper or we can email the customer a copy of the service ticket.
- All our service techs will be dispatched from their house to limit gathering at our office
- All our employees are to limit off site meetings to business-critical meetings to keep projects and business moving forward.
- All our employees are to stay home if you are sick or showing symptoms and provide a fitness-for-duty/return-to-work notice from physician before returning to work.
- Employees that are exposed to someone with a positive COVID-19 test will self-quarantine for 14 days.
- If we have an employee that test positive at an office, that office will close and run only emergency service until further notice. We will setup remote dispatching.
- All office locations will be cleaned at minimum twice per week.
- We are cancelling or postponing any company meetings, trainings or functions of groups larger than 10 people.
- We are providing hand sanitizer and disinfecting wipes/cleaners for employees

Thank you for your support in keeping all of us healthy and safe.

Sincerely,

South-Town, Inc.