



**S&S Refrigeration Co.**  
Since 1936

## **COVID 19 – A MESSAGE TO OUR CUSTOMERS**

We hope you are well and staying safe during these extraordinary times.

As a contractor, S&S Refrigeration has a broad responsibility to maintain the well-being of our customers and our employees. We not only interact directly with each other within our company, but have need to interact daily on remote sites such as your own. Working at remote sites puts us in the hands of you, the customer, and we trust that you are addressing the COVID-19 requirements as well.

Internally, we have mandated the standard guidelines for our employees – clean hands, social distancing, non-contact greetings, and safe cough/sneeze manners.

Additionally, as it relates to site visits, we are employing the following policies:

- All maintenance calls are to be announced well ahead of time
- Service personnel are to report to the proper authorities upon their arrival at your location
- Service personnel are required to wear clean clothes daily and carry a spare clean set of clothes in the event a clothing change is needed
- Service personnel are to concentrate on fixing service problems on outside units first
- Avoid entering areas where there are large groups of people
- Report to S&S management any unsafe situations so management can request remediation

S&S Refrigeration remains committed to the health and the well-being of our employees, customers partners, and community. We are continually monitoring the evolving COVID-19 situation and adjusting our operations based on CDC guidelines and federal/state edicts.

We value our relationship with each and every one of you. Please stay safe and stay sane. We look forward to coming out on the other side of this stronger than ever.

Sincerely,

Charles Sternberg  
President, S&S Refrigeration

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