



March 20, 2020

To our valued 313 Air Duct Customers,

Amidst the growing COVID-19 crisis we feel it is important to share the precautions our company is undertaking while continuing to provide home and business owners with the high standard of quality service for which we are known in the Detroit Metropolitan area.

We are closely monitoring the latest developments and following the guidance from the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO).

As of March 17, all technicians have been provided with the following guidelines to minimize the risks of interacting with our customers and coworkers.

313 Air Duct is requiring that all of our employees take the following steps to reduce risk:

- Technicians will not shake hands to minimize person-to-person contact.
- Technicians are required to wear nitrile gloves to prevent hand contact with surfaces.
- Technicians will wear a face masks to help minimize the spread of germs.
- Technicians will distance themselves six feet from others to reduce virus transmission.

With these preventative measures in place, following the recommended guidelines from the CDC and WHO, 313 Air Duct will continue to provide home cleaning service to our customers.

As an added preventative measure to protect our employees, we are asking that homeowners with knowledge of possible illness within their home notify our staff to reschedule their cleaning as soon as possible.

We recognize that these measures may require adjustments to how we interact with our customers but appreciate your support as we attempt to minimize transmission.

If you have any questions or would like to speak with an associate, please call us at (313) 277-4000. We would be happy to answer questions about our procedures, and welcome feedback regarding your cleaning experience.

Be safe and be well,

Technicians and Staff
313 Air Duct