



Important Information for Alexander Customers Regarding Coronavirus (COVID-19)

March 16, 2020

Dear Customer,

The safety and wellbeing of our customers and employees is our number one priority. To deal with the COVID-19 situation we altering our work practices to deal with the pandemic situation while continuing to protect your home and family from pests. This is especially important as we enter the warmer season here in Atlanta after a rainy winter. We expect the pest and mosquito activity to increase from last year. Some changes were already in the works, but we are accelerating some of these given the COVID-19 situation.

Our industry already takes many needed precautions, such as hand washing and wearing protective equipment. We have additional supplies and are going beyond our normal requirements. Alexander's QualityPro certification by NPMA since 2005 makes these work practices routine for all our employees.

Until further notice these changes will be made for your service:

- 1) We will not come inside your home to perform service, unless you are having an active pest problem indoors or specifically ask for an inside inspection or treatment. Our service focus will be on performing treatment of your homes exterior with granular and liquid pesticides. Exterior treatment has proven effectiveness for the majority of pest problems we deal with. We may still need to treat indoors for active problems, and are prepared for that.
- 2) If inside service is required, your technician will come inside wearing mask, gloves and shoe covers. Prior to entering, we will ask if anyone at home has a fever or is sick, or if the home is under quarantine. If so, then we will not enter and we will make other arrangements with you.

All our employees have received CDC recommendations for protecting themselves, and guidance about what to do if they feel ill. All employees are advised to stay home if they feel sick or have fever, and we have implemented special policies to allow for time off if they or their family members are sick.

Thank you in advance for your patience with any service disruption that may occur as we work through this unusual time. We will adapt our work practices as necessary based on a changing situation. You can count on Alexander for quality and value in protecting your home.