



Tom Antonelli Inc

HVAC Supplies

At. Antonelli's Customer and Co-Worker Safety is a Priority

March 20, 2020 Update

We appreciate your business and it will always be our top priority. Now with the rapidly changing COVID-19 virus situation, customer and co-worker health safety is also a priority.

We will continue to:

- Ask all co-workers to maintain hygiene (see below "practices to prevent exposure to coronavirus") and sanitize as recommended by the CDC by disinfecting high touch surfaces
- Maintain social distancing and avoiding handshaking
- Cancel all meetings at our location for the months of March and April
- Ask our delivery drivers to sign for you on their signature pads when making deliveries
- Ask customers at the counter to refrain from using signature pads and we will sign for them
- Request customers pay with credit cards whenever possible
- Ask that any co-worker who is not feeling well to stay home

In addition, we now are:

- **Allowing only Tom Antonelli co-workers in the warehouse and office areas**
- **Offering drive-up order fulfillment (drive to the warehouse and call 215-785-2558 for service)**
- **Customers are still allowed to enter the showroom but we ask that you keep a safe distance from others as recommended by the CDC**
- **Requesting that customers consider paying by credit card**

We are asking co-workers to let us know if they have a contagious disease that could impact their or other employees' and customers' health. Symptoms include:

- Fever
- Cough
- Shortness of breath

The Center for Disease Control (CDC) believes at this time that symptoms may appear in as few as 2 days or as long as 14 days after exposure. Coronavirus is believed to spread from person-to-person, primarily through respiratory droplets produced when an infected person coughs or sneezes. The virus is also believed to spread by people touching a surface or object and then touching one's mouth, nose, or possibly the eyes. Employees should follow the following general practices to help prevent exposure to coronavirus:

- Frequently wash your hands with soap and water for at least 20 seconds.
- If soap and running water are not available, use an alcohol-based hand rub that contains at least 60% alcohol.
- Avoid touching your eyes, nose, or mouth with unwashed hands.

- Avoid close contact with people who are sick.

We encourage everyone to place orders via:

- Phone (215-785-2558)
- Email (sales@tomantonelli.com)
- Text (267-446-6380) provide your name and/or company name with your order
- Text a photo of your order (267-446-6380)
- Antonelli's online store (fastweb.tomantonelli.com)
- Fax (215-785-0191)

If you would like your pick up orders brought outside to your tech, please place your orders and have your tech call us at 215-785-2558 when he/she arrives.

If you would like your delivery orders left in a specific area to avoid social interaction, please place your order and let us know where you would like the order placed and we will take care of it for you.

We have heard you and are keeping up our supplies for your needs. If you have any questions or concerns, please contact us at 215-785-2558.

Your safety and the safety of our co-workers will remain our priority. As we learn more about the ever-changing situation we will provide updates.

As always, we thank you for your trust in our company and your continued support.

Best Regards,
Gina Antonelli-King
President