
KISTLER O'BRIEN
FIRE PROTECTION

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3/12/2020

Dear Valued Customer:

As you may know from the news, COVID-19, commonly known as novel coronavirus 2019, is becoming a more widespread concern. We understand that customers have expressed apprehension to service professionals needing to enter their facilities at this time. We would like to take this opportunity to reassure you that we are carefully monitoring the evolving coronavirus situation and are in regular contact with local health agencies for information and guidance.

At this time, we are conducting business as usual and implementing preventive measures in line with recommendations from the Centers for Disease Control and Prevention (CDC), as well as state and local health agencies. It is our mission to keep fire protection equipment regularly inspected and maintained to help prevent malfunction in an emergency situation. Maintaining your fire protection equipment at the highest level is absolutely critical to the safety of your personnel and the protection of your property.

We would like to share some information about Kistler O'Brien Fire Protection's efforts to keep our staff, customers and communities safe and healthy, including:

- ✓ Increasing the frequency of cleaning and disinfection in high contact areas throughout our campuses.
- ✓ Reinforcing best hygiene practices and illness prevention to our staff.
- ✓ Encouraging the use of increased hand washing and sanitation, glove wearing, and avoiding close contact with anyone who is sick.
- ✓ Staff is instructed to stay home if he/she is not feeling well.

We are also taking steps to make sure that as we visit your facility, we are only sending technicians who are:

- ✓ Considered healthy and not experiencing any signs or symptoms of the COVID-19 virus or any illness
- ✓ Has not traveled to a location that is considered high risk for the COVID-19 virus
- ✓ Has not knowingly come into contact with anyone carrying the COVID-19 virus

Please understand that we realize this is certainly a developing situation and Kistler O'Brien Fire Protection's ultimate goal is to keep our customers and our staff safe. We will follow up should there be any updates to our current protocol. We do ask that if we are scheduled to visit your facility and an employee or customer of yours has been diagnosed with the coronavirus or has come in contact with someone who has the coronavirus, that you please contact us to discuss the need to reschedule service at 610-266-7100.

Thank you for your patience and understanding. If you have any questions, please call 610-266-7100.

Thank you.

The Staff and Leadership at Kistler O'Brien Fire Protection

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