

Dear Valued Customer,

As we follow guidance from the Centers for Disease Control (CDC) and other public health organizations we are committed to maintaining a healthy and safe environment for our team and customers.

First of all, my heart goes out to those of you who have been affected by the virus. The health and wellness of our team members and customers is our top priority, and we are monitoring this situation closely.

The professional pest control industry, an essential service, is responsible for the protection of public health, food and property. We play a vital role in protecting our nation's public health and food supply. The importance of the pest control industry to the nation as an essential service cannot be understated. Additionally, the pest control industry is trained, tested and certified in the use of personal protective equipment (PPE).

As an essential service industry, we will continue to service the nation's food production facilities, grocery stores, medical institutions, multifamily housing units, warehouses, homes and businesses. We cannot afford to have our medical facilities, groceries stores or homes uninhabitable due to pests and pest related diseases, particularly when citizens now are staying home.

We have developed action and response protocols at our offices to maintain a safe environment, and we recommend following the guidelines issued by the Center for Disease Control (CDC).

STOP THE SPREAD OF GERMS AT WORK



- **COVER YOUR MOUTH AND NOSE WHEN YOU SNEEZE OR COUGH.**
Cough or sneeze into a tissue and then throw it away; use your arm or sleeve to cover if you do not have a tissue.

CLEAN YOUR HANDS OFTEN.

Wash your hands with soap and water, vigorously rubbing together front and back for 20 seconds. Or use alcohol-based hand sanitizers, rubbing hands until they are dry.



- **CLEAN SHARED SURFACES AND EQUIPMENT OFTEN.**
Use disinfectants to clean commonly touched items such as doorknobs, faucet handles, copy machines, coffee pot handles, desktops, handrails, microwave buttons, keyboards, and elevator buttons. Germs travel fast with multiple hands touching shared surfaces.

AVOID TOUCHING YOUR EYES, NOSE OR MOUTH.

Germs need an entry point, and the average adult touches his or her face once every three or four minutes. Keep hand sanitizer at your desk to use after meetings or before grabbing one of those doughnuts from the breakroom.



- **STAY HOME WHEN YOU ARE SICK AND CHECK WITH A HEALTH CARE PROVIDER WHEN NEEDED.**
When you are sick or have flu symptoms, stay home, get plenty of rest and check with a health care provider as needed.

SOCIAL DISTANCING GUIDELINES AT WORK



1

Avoid in-person meetings. Use online conferencing, email or the phone when possible, even when people are in the same building.



2

Unavoidable in-person meetings should be short. In a large meeting room where people can sit at least three feet from each other; avoid shaking hands.



3

Eliminate unnecessary travel and cancel or postpone nonessential meetings, gatherings, workshops and training sessions.



4

Do not congregate in work rooms, pantries, copier rooms or other areas where people socialize. Keep six feet apart when possible.



5

Bring lunch and eat at your desk or away from others (avoid lunchrooms and crowded restaurants).



6

Avoid public transportation (walk, cycle, drive a car) or go early or late to avoid rush-hour crowding on public transportation.



7

Limit recreational or other leisure classes, meetings, activities, etc., where close contact with others is likely.

As always, I am grateful for your business. Together we will make it through these trying times and thank you for being a part of our TORO Pest Management family.

Sincerely,

Alejandro Perez
President