

Tuesday, March 24, 2020

General Information from **Bar J Plumbing LLC** on COVID-19 Response

In recent days, the Governor of New Mexico declared a state of emergency in response to the spread of COVID-19 and its anticipated impact on our communities. During this time of many big changes as we all try to help slow the spread of coronavirus COVID-19, we want to reassure you that Bar J Plumbing remains open for business even as we adapt to the difficult circumstances that we are all encountering during the global coronavirus COVID-19 pandemic.

During this situation, we wish to inform you that Bar J Plumbing is prepared to assist our consumers as best as possible. At this difficult time, we are all called to operate with the highest ethical standards; to take steps that will help protect ourselves and our customers; to communicate in a timely way with transparency and accuracy; and to act throughout this emergency with compassion and concern for others.

During this challenging time, we want you to know that we're here for you - not just as your plumbers, but as a true partner in our community. We are dedicated to helping you move forward with confidence. We believe in our collective ability to overcome this challenge together and look towards the future in the true entrepreneurial spirit - full of optimism.

As your plumbing professionals, you've come to rely on us, and we will continue to provide the outstanding service you deserve. We hope you and your loved ones are staying safe. In these uncertain times, there are always people that need our help. Household emergencies continue and customers are in more need than ever.

In response to the Coronavirus outbreak and the Governor's call to minimize the exposure risk as much as possible for employees and constituents, we will be conducting normal operations at a base level.

Emergency Response – Bar J Plumbing will be available to perform necessary actions in the case of an emergency response. Non-essential items will be postponed.

Reducing Exposure – Starting March 24, there will be reduced public interaction and all in-person meetings are cancelled but may be held telephonically. The Bar J Plumbing office will be **closed to the public** until further notice, but can be contacted by phone, email or through our website.

The COVID-19 situation is affecting those who rely on our services. Bar J Plumbing will do our best to help our customers, as feasible, within the parameters of our operations. At this point, we do not know how long the crisis will last. It may be short in duration, or could last months, according to some. The impact of an emergency may last beyond its actual end, so take that into consideration. Plan for short- and long-term outcomes, and better outcomes as well as extreme ones.

Stay Informed and Follow Laws. Watch for updates from governmental and public health authorities and do your best to follow their guidance.

Last but certainly not least, we want you to know that we're going above and beyond to keep our teams healthy and safe in the face of this emergency. We know that by supporting and caring for our team, we'll be better able to support and care for you and your family. We have implemented the following:

- Enhanced cleaning and disinfecting procedures for high-trafficked areas, surfaces, equipment, and more.
- Working with our partners to ensure we are using the most effective disinfectant against COVID-19.
- Team Members are following rigorous handwashing procedures throughout their shift and interactions

We are committed today, tomorrow, and in the future to continue to be your most dependable plumber of choice so that you can continue living life on your terms. Thank you for your loyalty and support.

We hope you and your family remain safe and well.

Until tomorrow,

A handwritten signature in black ink, appearing to be 'H. J.', with a long horizontal flourish extending to the right.

Owner

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The Bar J Plumbing Staff