



In these turbulent times, the health and safety of Our Team and Our Clients are Our utmost concern.

We want You to know what policies we are implementing for Our shared Safety.

Our staff has been instructed to ask the following questions when a service request is received to protect our mutual health and lessen the risk of virus transmission.

- Has anyone at your office been diagnosed with the COVID–19?
- Has anyone from your office traveled to a known COVID–19 hotspot in the past 14 days?

ABC is asking the same questions of our Team Members as well as anyone personally interacting with us. ABC would never send anyone to your facilities, if there was the slightest suspicion of COVID-19 exposure.

Our Service Team will follow the procedures below on all service calls:

- Any service call that can effectively be handled over the phone or through a remote PC log-in will be resolved in this manner
- Utilize medical grade gloves before entering and while in your facility
- Sanitize the exterior of your device (*including the Touchscreen*) before working
- Provide your staff with an alcohol wipe to sanitize the touch screen (*the next day*)
 - *This is how the OEM recommends cleaning of the Operator Panel and should be done daily during this time of heightened concern*
- After they finish the maintenance work, we ask your permission to let them wash their hands with warm water and soap for a minimum of 20 seconds at your restroom or sink facility.

Our Offices are Being Sanitized Every Evening at the Close of Business

We sincerely hope that the current environmental conditions improve so that we all can get back to normal. Please visit our website for the latest CDC Advisories regarding COVID–19. www.abcla.com

Wishing you the best of health and business

A handwritten signature in blue ink, appearing to read "Ben Ragusa".

Ben Ragusa

A handwritten signature in blue ink, appearing to read "Jeff Ragusa".

Jeff Ragusa

A handwritten signature in blue ink, appearing to read "Ed Doyle".

Ed Doyle