



March 16, 2020

Re: Response plan to coronavirus (Covid-19) pandemic

Dear Client,

Today, Alameda County announced a “shelter in place” order for residents and businesses located within the County. Section 10 f(ix) provides an exemption for businesses engaged in “maintaining the safety, sanitation and essential operations of residences.” To help our clients with these needs and not add delays that may compromise the safety and essential operations of their residences and communities, our team will remain working subject to the following safety policies specific to the coronavirus. Due to the uncertainty and potential business interruption of social distancing recommendations to slow the spread of the coronavirus, and our commitment to our team members to maintain a safe work environment, effective immediately, we are implementing the following policies to keep our team members and your communities safe.

Our RFP and bid request priorities

Our estimators will complete RFPs and bid requests. We know that critical and essential repairs and maintenance will continue to be required and ask that whenever possible you provide as many job details as possible and with pictures. We have asked our estimators to postpone any job site visits or bid walks requiring proximity to others that would be inconsistent with social distancing recommendations. If you need to provide us supplemental information about a job, or you need us to meet with board members or owners these meetings will need to be done via teleconference or phone call. We believe this crisis to be temporary and understand that decision making and restrictions by state and local governments may delay or defer projects. Our estimators will work with you to prioritize critical and essential projects.

Our field techs and office team

Our field techs provide skilled and professional labor in all aspects of construction and work order fulfillment. While we are all concerned with the economic impact of the virus on our places of work and the ability to provide for our families, we are committed to doing our part to slow the spread

of the virus and protecting our team members. We have asked our techs to be situationally aware of job sites and be in close contact with our operations team to monitor and assess any risks. Our field techs have been instructed on social distancing and sanitation requirements and supplied with personal protective gear for their safety, our client's safety, and the safety of your communities. Our scheduling and dispatching team will be reviewing all jobs and assessing what kind of risk they may pose to our field tech team. While we want them to continue to work, their safety and the safety of their families is our priority. Job site situations may arise that will require us to postpone or reschedule a job and we ask for your understanding and cooperation if this happens. For now, our office team remains in the office and are meeting social distancing and other mitigation requirements. We have closed our office to the public and ask that if you need to come into the office, please call ahead, so we can determine if a meeting is necessary or if other arrangements can be made.

Future updates

The ongoing assessment of the coronavirus and its impact is changing rapidly. As new information about the virus and safety protocols for businesses are made available, we will update our website and social media sites and, if necessary reach out to you directly by email or phone. Thank you for your business and we remain committed to providing you exceptional service as we work together to keep property and communities safe and well maintained.

Sincerely,

Brian Dutra
President
Association Maintenance Services, LLC.