



N.C.'S ONLY AUTHORIZED
medeco
RBA SERVICE CNTR.

Locks, Keys, Safes

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COVID-19 Response

With the current pandemic and ever-changing landscape that we are currently experiencing, I would like to take a moment to share how we at **Marshall's Locksmith Service** will be adjusting our operations during this difficult time. We understand that the security needs of our community do not take a break during this urgent situation. The safety and security of our employees and customers is of the utmost importance to us. Marshall's will make every effort to maintain regular business operations. We will be implementing several safety processes to help protect everyone.

Our proactive approach to safeguard everyone's health while we remain open for business is to ensure that Marshall's employees have **NOT** travelled to locations that are designated as Level 2 or Level 3 by the CDC; are **NOT** currently exhibiting symptoms of COVID-19 (e.g. fever, cough, difficulty breathing, sore throat) and have **NOT** (to the best of our knowledge) been exposed to anyone who has tested positive for COVID-19. We will be closely monitoring the recommendations of the CDC and WHO and will continue to provide the best service available within those guidelines and parameters.

All of our road technicians going to customer sites will be taking extra precautions regarding their personal health including, but not limited to: temperature readings each workday, frequent hand washing and wearing gloves, regularly cleaning and disinfecting their vans and equipment, as well as taking extra steps regarding the transfer of any hardware and/or keys that change hands. In addition to these precautions, off-site and in house personnel will be mindful of the personal space guidelines as outlined.

With schools and other forms of childcare closing for varying amounts of time, the scheduling of work orders may need to be extended due to staff shortages. We ask for patience and flexibility with non-emergency work orders.

We will come together during this crisis and support our community in any way we can. If you have any additional concerns or questions, please do not hesitate to ask us.

From our team to you, we wish everyone stay safe and well during this time,

A handwritten signature in blue ink, appearing to read "Deborah M. Atkinson". The signature is written in a cursive style.

Deborah M. Atkinson