



Relationships. Precision. Results.

March 12, 2020

Dear Valued Customer,

There is no higher priority to Madden Elevator Company than the health and safety of you our team members and your families. We have created a company task force committee, led by your Leadership Team, to closely monitor the progression of coronavirus disease 2019 (COVID-19). This team will follow the guidance of local, state and national officials, as well as the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO).

There are currently no major changes to our business procedures due to COVID-19. Please know that our company task force is developing plans in the event our practices need to change.

Actions We Are Taking Now

- Our technicians will carefully follow our standard protocol of using hand sanitizer before entering a home or business and replacing shoe covers at every visit.
- Our Team Members will stay home if they (or their family members) have any symptoms of illness.
- Our Team Members will avoid shaking hands, and their smiling faces will serve as our greeting, for everyone's protection.

MEC will continue to keep you informed. Please don't hesitate to contact us if you have any questions or concerns.

Sincerely,

Sean Madden

Sean Madden
President/CEO

Madden Elevator Company
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