



COVID-19 Update

Dear Customers & Stakeholders of Quick Way,

With the increasing unpredictability of the COVID-19 pandemic, we wanted to communicate some of the things we're doing at Quick Way to keep everyone safe while continuing to serve the community.

Protecting Our Employees and Customers

As our employees interact with customers and the general public, we have taken steps to limit exposure to the virus:

- All work requests will include screening questions about COVID-19.
 - Our employees hold the right to refuse unsafe work, including risk of exposure to COVID-19.
 - Our employees are actively monitoring and documenting the state of their health on a daily basis.
 - Our employees are encouraged to self-quarantine and get tested early if there is any question that they may have been exposed to COVID-19.
 - We are flexible and willing to adhere to any further precautions or safety measures that customers wish in order to provide safe and effective service.
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Our Commitment to Customers and the Community

We understand that these are difficult times for everyone. In an effort to keep our community going, we:

- Have reduced our standard service call rate from \$79.50/hour to **\$60.00/hr** until April 30th.
 - Will continue to provide **24-Hour Emergency Electrical & Security Services**.
 - Are willing to provide free, **basic troubleshooting over the phone** for electrical and security services.
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We're Here to Serve You

Consider taking advantage of us during the down time. An advantage of having fewer people in the public is that building maintenance and upgrades can cost a fraction of what they normally do. If you manage or own a commercial building, consider:

- Getting your annual fire alarm inspection completed.
 - Moving forward with maintenance or upgrades that have been put off.
 - Installing or upgrading your security system for extra peace of mind while you are more frequently away.
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Coordinating With Public Health Authorities

Our entire team is committed to keeping the community safe. To ensure that we can provide the best safety and service, we are closely monitoring updates from the **World Health Organization**, the **Alberta Government**, and the **Federal Government**. We will continue to seek guidance from these organizations on a regular basis.

Our #1 priority is to keep our community safe. If you have any questions, concerns, or ideas on how Quick Way can help, don't hesitate to contact us.

Thank you and stay safe,

The Quick Way Electrical & Security Team