



## **OUR RESPONSE TO COVID-19: FOR ALL OF OUR SAFETY!**

At Tropic Air, our top priority is always the health and safety of our customers and our team. We are prepared to help safely with your HVAC needs.

In stating so be advised we are complying with all ministry, provincial and federal safety guidelines for COVID-19 (Coronavirus) to ensure customer and employee wellbeing. Any of our employees who have travelled outside of the country, have been exposed to a presumptive or confirmed case, or if they are feeling unwell are required to stay home for the mandatory 14 day quarantine and we will not tolerate any breach of such measures we have implemented.

### **We have altered our business practice to reflect such safety measures:**

- **We supply our team members with additional health and safety equipment which will be worn during all in-home/business service calls. Extra care taken to wipe down touched surfaces, tools etc. Physical distancing must be adhered to while we conduct our service, for mutual safety.**
- **Our suppliers have implemented curbside pick up and delivery to minimize any physical contact.**
- **Our crews meet virtually every morning and our office staff are set up remotely to ensure you can contact your team at Tropic Air any time!**
- **Tropic Air is zero contact service! 100% Paperless!**

Rest assured, we will continue to monitor the situation with COVID-19 and adjust our business practices as required. We understand this is a stressful time and we are aware of the precautionary measures we must take to ensure we are all safe as we continue to serve you and make the experience as comfortable as possible.

As always, our office team is here to help answer any questions or concerns you may have when requesting a service call. Please reach out to 416-492-7633 or [info@tropicair.ca](mailto:info@tropicair.ca)

Stay safe and take care of each other.  
Sincerely your team at,  
Tropic Air