

Springfield
7921 Woodruff Court
Springfield, VA 22151

Richmond
116 Sylvia Drive, Suite F
Ashland, VA 23005



"Keeping The Heat and Air Conditioning On"
1-800-296-6881
www.capitolboilerworks.com

Baltimore
1730 Twin Springs Road #217
Baltimore, MD 21227

Eastern Shore
27013 East Lillian Street
Hebron, MD 21830

March 18, 2020

Dear Clients and Partners,

I am writing to let you know that Capitol Boiler Works, (CBW) has implemented our business continuity plan in response to the Coronavirus pandemic. This includes adapting our workplace, as well as meeting and travel policies to protect our employees, clients, and service providers. To ensure continuity of our operations and to do our part to help reduce the spread of the virus we have:

1. Implemented a work from home strategy for our employees where applicable. This has been a seamless process for CBW, since we have already had a work from home policy in place for over a year. Our employees are well versed and equipped to work from home, and we have multiple systems in place to connect them with one another and with you. We will continue to provide the same great service you have come to expect from CBW.
2. Been following the updating recommendations of the Centers for Disease Control and Prevention (CDC), and we strongly recommend our clients and partners to follow the same path: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>. We are using all our available resources.
3. Eliminated all non-essential travel for CBW employees. Our team has extensive IT capabilities that we can and will use to conduct meetings and stay in contact with you. (Skype).
4. Decided that our parts counters will shift business to Pick Up Only (will call), effective Thursday, March 19th. Deliveries will still be an option as well.
5. Practice Social Distancing. As our business "comes to you", we have policies in place for client and partner interactions. Our technicians will call your Point of Contact (POC) on arrival. They will then follow partner instructions for entry and egress. At the completion of our work, the same protocols will be followed.

We deeply value our relationships with all of you and remain committed to serving you with an unwavering dedication to meeting your needs during this difficult time. Please call us if we can help.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Sheppard'.

Dwight D. Sheppard

President

Capitol Boiler Works, Inc.



All materials guaranteed to be as specified. All work to be completed in a professional manner per standard practices. Any alteration or deviation from above specifications involving extra costs will be executed only upon written change orders and will become an extra charge over and above the estimate. A service charge of 1 1/2% per month will be charged on any unpaid balance after 30 days. In the event the account is sent for collection, client agrees to pay all costs and expenses of collection, including all court costs and attorneys' fees paid and/or incurred by Capitol Boiler Works, Inc. in seeking to collect this bill.

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