

March 23, 2020 – COVID-19 Update

Subject: HVAC Industry is Essential

An increasing number of states are declaring "shelter in place" or "stay at home" orders. Many businesses are required to cease operating for as long as the order is in place. Exempt from these orders are "critical businesses" that support infrastructure like hospitals, pharmacies, nursing homes, or supermarkets; ensure the health and safety of people at home; and transport necessities like food and medicines.

The HVAC industry is largely included in a classification of essential service providers by the U.S. Department of Homeland Security. S. G. Torrice will remain open to provide the products you need to serve essential businesses and ensure the health and safety of people in their homes. All [branches](#) are open with normal business hours for delivery and [curbside](#) pickup.

Keep in mind: The situation is fluid and specific requirements may vary or change by state or county. We will continue to monitor federal and state guidelines as they are available.

Attached you will find our [Essential Workforce Letter](#). This letter will be posted at all branches. All S. G. Torrice employees providing deliveries and service will have a copy on hand should they be stopped, questioned or otherwise prohibited from work by law enforcement, a customer or other local official.

As you continue to maintain your operations while protecting your employees, we recommend that you have an Essential Workforce Letter to demonstrate your critical business status. We have provided a template you may edit with your business information.

ESSENTIAL SERVICES LETTERS:

- [Essential Workforce Letter - Contractor Template](#)
- Dept. of Homeland Security Letter (CISA): [Essential Critical Infrastructure Workers](#)

INSTRUCTIONS FOR USE:

1. Complete the *Essential Workforce Letter* template with your business information.
2. Share the business letter & CISA letter with your employees, as appropriate, so that they are aware of our essential workforce status. Employees should keep copies with them while working in the field. Many business may require that essential employees must have "Essential Workforce" letter to enter their business.
3. Print and post letters at your facilities entryway.
4. Maintain copies at your office and/or reception.

If you have any questions, please contact your Territory Manager or our Marketing Manager, Jill Waters at jwaters@sgtorrice.com or 978-852-8288.

Visit sgtorrice.com for all updates concerning COVID-19 as they evolve.