

Regional Sales Managers

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**BUILDING
CONTROLS
& SOLUTIONS**

March 18, 2020

To Our Valued Customers:

Building Controls & Solutions (including **Relevant Solutions, Amcon Controls & INTEC Controls**) consider its people to be our number one asset. People include our employees, our customers, and our suppliers. We have always worked to set ourselves apart in the marketplace by providing excellent service to our people. The continued spread of the COVID-19 virus presents a unique and ongoing challenge to protect and support these most valuable people.

We are pleased to be part of the “essential business” eco-system of HVAC/Air Purification and Gas Detection in the Commercial building arena.

For now, all of our branches are open and ready for business. We have not changed our operating hours, but if we find it necessary to do so, we’ll communicate to you as soon as possible.

We are actively monitoring the CDC and government protocols and are taking the appropriate and available steps to remain a safe environment and minimize disruption in providing services and products to our customers. The situation is changing quickly, and we are working diligently to change with it. *For now, we have deployed the following actions:*

- Orders can be delivered by UPS/Fed Ex or picked up in your local branch (but shipping is preferred). To place an order, call your local branch or salesperson.
- Our employees are practicing CDC recommended hygiene practices and have been instructed to stay home if they are not feeling well. We are also minimizing the number of employees at each branch.
- To be respectful of our customers’ workplace safety you might receive calls or emails from our Sales or Technical team (whereas, in the past, they would have visited in person). Please understand, that this is meant for all of our safety.
- We have canceled all in-person training classes scheduled in March & April. All classes will be rescheduled when we have been advised it is suitable to meet in groups again. In the meantime, our Technical Solutions team stands by ready to interact, teach and train over the phone and through virtual mechanisms.
- We are minimizing all customer and vendor in-person meetings. We are available via telephone and video conferencing and are ready to support all of your needs virtually.
- Telecommuting is being implemented and encouraged when possible. Please be patient with our phone lines as you may experience a busy signal from time to time as we adapt our technology.
- Our Showrooms/Counters are open, in a limited capacity, but we know you need products. If you can plan for overnight shipment that is safest. Currently, we will staff our Counters. Call your order in advance to assist with social distancing time. Some locations (SLC) have lock boxes where products can be picked up without human interaction.

We are working diligently to protect our community and to support our customers. Thank you very much for your cooperation, patience, and support during these difficult times.

Sincerely,
Eric Chernik, CEO

