



## FIRST OUT RESCUE EQUIPMENT

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March 16, 2020

To all –

In light of all that is happening, we wanted to provide you an update on how the current national and international events are affecting us here at First Out Rescue Equipment. Also, some steps that we are taking to help mitigate the effects of the COVID-19 virus.

We work in a unique industry; one that almost requires us to maintain a certain level of service to our customers during difficult times like what we are currently going through. We will strive to maintain that level of customer service, even during unique times of trouble.

### **Face-to-Face Sales Interactions** –

Effective immediately, and unless absolutely necessary, we have instructed our outside sales team to handle all customer communications and interactions via phone and email only; we are strongly discouraging in-person visits. We do not want to unnecessarily expose any person, employee or not, to the potential risk of infection. At minimum, this will be in place until 4/3/20. We will monitor this date and adjust accordingly.

### **Increased Communication** –

Look for increased email and social media communications to help notify customers of important information. This will include an effort to invoice our customers exclusively via email.

### **What are We Doing Inside the Building at FORE?** -

As stated earlier, we want to continue to maintain a certain level of customer service but without compromising the health & safety of our employees and families. Until further notice, we will be limiting customer walk-in traffic to our Ensminger Rd. office. If you need to pick something up in person, please call 716-874-2428 **PRIOR** to coming to our location. We can then provide you instructions of how to pick up your item(s).

We will continue to monitor the ongoing events and follow any health and safety guidelines from local, state, and federal officials. We know that the days and weeks ahead will be some of the busiest and most strenuous in emergency services. Rest assured that everyone here at First Out Rescue Equipment will still be committed to providing you the very best equipment and services that we can.

Sincerely,

A handwritten signature in black ink that reads "Michael T. Curry".

Michael T. Curry  
Owner, First Out Rescue Equipment