



To our clients and business partners:

We are here for you in trying times...

During this trying time in our country's history, we believe it is important for each of us to stay strong and to encourage each other to do the same. The unprecedented direct and reverberant effects of the COVID-19 Pandemic are impacting all our lives. Through our unified efforts, we will overcome the trials of these hard times.

P A Universal strives to put first quality in service delivery, customer service, and attention to detail when providing event production support. We believe it is of the utmost importance to extend these priorities to how we as a company adapt to the recommendations and guidance provided by our national and local health organizations.

Some of the steps we are taking...

Social Distancing

Social Distancing is a combination of deliberate efforts to reduce close contact between people towards minimizing the community spread of a virus – in this case COVID-19. While many discretionary events have understandably been cancelled or postponed, some smaller, business-critical gatherings or meeting continue; some of these events will require audio visual support. When supporting your events, we pledge that we will:

- Implement lean support strategies to ensure only essential staff will remain onsite for technical event support; setup and breakdown staff will leave the event area while not working-- making their best attempt to minimize contact with other individuals while away.
- Instruct our staff to actively and respectfully minimize physical contact with clients and event guests. This includes the polite avoidance of shaking hands.

Staff Hygiene and Health

All staff members working onsite must demonstrate good health in order to be cleared to work. Furthermore, we will require our staff to practice responsible hygiene practices in the interest of preventing the potential community spread of COVID-19. Related actions include:

- Staff members will be required to thoroughly wash their hands prior to setup, prior to the start of the event (onsite technical staff), and prior to breakdown.
- Staff members will maintain hand sanitizer to use in cases of incidental physical contact with client and/or guests.

Equipment Disinfection

Certain items we provide for AV production will inevitably come into contact with bare human hands (e.g. microphones, podiums, remote controls, etc.). All relevant items meeting these criteria will be sanitized with disinfectant spray upon preparation for delivery to your event AND immediately after your event.

Ways We Can Help in the Meantime...

In addition to traditional AV production support, we can also assist in the following provisions/services:

- **Event and business consulting / planning:** We anticipate a strong, immediate comeback for events once government and health professionals ease restrictions. We can assist you now with your planning for future events. Leverage our project management experience and consulting tools towards reaching the maximum business benefit and ROI on your next large meeting or event.
- **Turnkey equipment rentals:** We are offering daily rentals of turnkey audio/visual solutions to support your internal business meeting AV needs. Many of these turnkey solutions can easily be operated and managed by your in-house team.
- **Floorplans and Renderings:** Leverage our graphic design capabilities to develop event floor plans and/or 3D renderings and animations for future event proposals and proof of concept.
- **Minor, short-run fabrication/prototyping:** Leverage our capabilities for short-run fabrication via 3D printing and CNC milling of wood and plastics.
- **Internet Video Streaming Services:** We work closely with a great partner that specializes in this area. They can facilitate virtual meetings using professional video capture equipment, presentation tools, and reliable streaming services. We will be happy to connect you.



Thank you for being a loyal client and partner. We are here for you now, and we have every intention to be here for you on the other side of this interruption. Please let us know when and how we can help you.

Take care of yourself – and those around you.

Warmest Regards,

Sean Humphrey

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