



Thomas W. Raftery

COVERING THE WORLD IN QUALITY

An Update from us on COVID-19

Thomas W Raftery Inc, (TWR) leadership and employees are actively adapting to the changing environment related to COVID-19 (Coronavirus). TWR is taking the following steps necessary to protect the health and well-being of our employees, customers and community, while minimizing any disruption of the services we provide to our customers.

Engaging with you and each other... We have asked each of our employees who can work from home to do so. Please know that we will remain fully available to respond to your needs and concerns for the duration of this public health crisis. Online calls or meetings are an excellent option for communication and are encouraged. Each member of our team has the tools, technology and resources to collaborate with you, share design solutions and adjust plans as necessary to continue to provide outstanding customer service for your day-to-day and project requirements.

Progressing on your project.... Successfully completing current and pending orders is a top priority for our team. We are committed to working through the challenges ahead. If any changes to the schedule of your project are required, our teams will communicate immediately so alternate solutions can be developed. We continue to adapt as we manufacture product for critical missions like the Veterans Administration Hospitals and Clinics, Military Lodging Facilities, Hospitals and others.

Servicing your facilities... Our installation and field service teams are ready and available to meet project installation and service needs. We are prepared to comply with all health screening requirements that may be in place at your location. We are also willing to explore flexible scheduling and facility access solutions where required in order to continue to service your needs.

Contact us at [1-800-243-2887](tel:1-800-243-2887) or orders@twraftery.com