03/25/2020

To: All Field Staff

From: General Manager

Subject: COVID – 19 Sanitary Procedures – Added to Our Field Work with Consumers

These are most challenging work conditions and require new behaviors from us all. During these next few weeks, let’s make sure we are all doing our best to be diligent ensuring you are keeping yourselves, your families and the customers safe and healthy.

Please make sure you are following the instructed procedures:

1. Do NOT come into the office unless called to come, where we can isolate equipment and parts pickup based on a schedule.
2. Please use an N95 mask when in the home or dwelling at all times.
3. Each call, wear a NEW Pair of gloves provided - every call
4. Discard old gloves in the container for trash we have provided
5. Each call, place a new pair of surgical shoe coverings on, every single call.
6. Discard old shoe coverings in the container for trash we have provided
7. Please exercise social distancing by standing at least 6 feet away from the customer unless they are signing the iPad.
8. Before a client signs the iPad, demonstrate disinfecting it in front of them.
9. Please use the disinfectant cleaner provided in the spray bottle to clean your tools and iPad and pen after each visit.
10. Please wash your hands with soap and water, or purell/alcohol for at least 20 seconds, regularly. At least at the start of your day and at the end.
11. Avoid close contact with people who are sick. You have total authority to ask, and call off should you detect any symptoms what-so-ever. Call the office immediately should this situation arise.
12. Do not shake hands. You can politely bow, smile and wave. Please avoid contact and remain 6 feet away for your safety and the clients.
13. Avoid touching your face at all even with sanitized hands. COVID-19 virus can also survive on cloths, cardboard, copper, steel, any surfaces so use a wipe to touch your face if necessary.
14. If either you or your family members are experiencing symptoms that may be related to the COVID-19 or flu please REMAIN seek at home and call the office to report. It may also then be wise to get tested for COVID-19 so we can react accordingly.
15. We will conduct daily huddles via Digital (G-Suite) phones and iPads.
16. Your inventory restock will occur at curbside by suppliers for pick up. Please disinfect each piece do NOT assume they did.

We are doing our very best to set appointments to keep everyone working.

We are staying up to date with current news and how it affects our industry and our community.

Thank you for your service to our company,

Sincerely,

General Manager