

COVID-19: Safety Protocol

All employees follow these safety precautions while at work and when interacting with customers.

Daily Precautions for all Employees



Take preventive actions, like washing your hands, disinfecting frequently touched objects, using hand sanitizer.



Maintain a social distance of 6-feet between yourself and others at all times.



Wear a mask or facial covering while in public, including while at work and when interacting with customers, and at any retail location or customer jobsite. Facial coverings should be clean, washed frequently and free of logos (or language).



Perform a health check before coming to work. Take your temperature and check for signs of COVID-19.



If you are sick, have a fever or visible symptoms, do not come to work or enter a customer's home.

Customer Appointment Safety Precautions



Before the appointment:

- Call the customer ahead of their appointment to confirm when you will arrive and explain the safety precautions you are taking to keep them safe.
- Before entering the customer's home, ask if anyone in their home is experiencing shortness of breath, coughing or fever.
- If a customer asks to reschedule, acknowledge the customer's concern and work through your normal procedures to reschedule the appointment.
- Always be empathetic to a customer's concern and use your best judgment to remedy the situation.



Greeting the customer:

- Knock on the customer's door, then step back to maintain social distancing.
- Have appropriate Personal Protective Equipment (PPE) and cleaning supplies on-hand and visible.
- Put your mask or facial covering on before entering the customer's home.
- Remind the customer of the safety precautions you will take during the project.
- Politely explain that we are trying to maintain a minimum of 6 foot social distancing at all times



During the appointment:

- Use appropriate PPE at all times, including masks or facial coverings.
- Alert the customer to your workspace and ask that they maintain a 6-foot distance from the jobsite.
- Do not use the customer's restroom, even if granted permission.
- Limit the number of installers on a jobsite and keep a safe distance from one another where possible
- Limit the need for the customer to touch your equipment, such as your mobile device, and do not make physical contact.



Appointment completion:

- Complete a project walkthrough with the customer and maintain social distancing.
- Perform a virtual walkthrough, if necessary.
- Have the customer use their own writing utensil to sign paperwork.
- If a digital signature is needed, write "COVID – Verbal Approval" on their behalf.
- Enter payment details in the app or over the phone to avoid handling customer's credit card.
- Where possible, use email to share digital versions of materials.
- Thoroughly wipe down jobsites with disinfectant and ensure customer is satisfied.