

STAFF PROCEDURES FOR SERVICE CALLS AND INSTALLS

RE: COVID-19 SPREAD PREVENTION

D: March 20, 2020

PRIOR TO LEAVING SHOP:

- 1. Contact customer to inform them that you are on your way, and that they will be expected to keep their distance in another area of the home. While in home, ALWAYS maintain a social distance of 2 Meters.**
- 2. Check and confirm all safety equipment for you and your partner are in your possession. This includes, but not limited to:**
 - Personal facial mask**
 - Personal safety eyewear**
 - Personal Sanitary Gloves for each customer**
 - Sanitary disinfecting “Virex Plus One” spray bottle, filled.**
 - Bottle of Antiseptic Hand Sanitizer gel, 70% Alcohol or greater**
 - Sanitary Garbage bag**
 - Cleaning cloths**
 - Extra Remote Control(s) for heat pump installs**
- 3. Thoroughly wash hands with antiseptic soap**

ARRIVAL AT JOB SITE:

- 1. Sanitize each other with “Virex Plus One” using the buddy system (if available) to ensure proper coverage**
- 2. Properly dress in personal safety gear, such as mask, gloves and eyewear, making sure to inspect each other (if available) for proper wear.**
- 3. Knock on customer door, and step back a minimum of 2 meters.**

ARRIVAL AT JOB SITE, continued:

- 4. Discuss with the customer that he is to stay 6ft away at all times during any discussions and to remove themselves from the room(s) where the installation will be taking place.**
- 5. Once location has been determined, have customer leave the room.**
- 6. Immediately disinfect the room utilizing the “Virex Plus One” spray. Wipe any access to ensure no staining.**
- 7. Wipe down wall with “Virex Plus One” where interior unit is to be mounted.**
- 8. Once completed interior work, sanitize room again with “Virex Plus One” and wipe down any equipment that has been installed.**
- 9. Should there be another location in the home that requires work to be done, repeat procedures from 4 to 8.**
- 10. If the installation of a heat pump is conducted, have the customer utilize his own remote while you explain the operation using your own remote control, always remembering to keep at least 2 meters away.**

AFTER JOB COMPLETION

- 1. Prior to entry into your vehicle, spray yourself or your buddy (when available) with “Virex Plus One” antiseptic spray.**
- 2. Wash your hands with a liberal amount of proper antiseptic hand sanitizer.**
- 3. Spray and wipe down your facial mask, safety eyewear.**
- 4. Remove gloves utilizing proper procedures you have been trained to do, so there is no cross contamination.**
- 5. Dispose of gloves and cleaning cloths in sanitary garbage bag.**

FOLLOWING CUSTOMER

- 1. Repeat ALL steps above and include a new fresh pair of sanitary gloves.**

ARRIVAL BACK TO THE SHOP

- 1. Spray and wipe down the inside cab and outside storage area of your vehicle. Include steering wheel, interior and exterior door handles.**
- 2. Thoroughly wash hands with antiseptic soap upon arrival inside the building.**
- 3. Maintain 2 meters social distance from any other workers.**