



Updated 10/27/2020

TEAM BOB'S COVID-19 BUSINESS RESPONSE PLAN

Our thoughts are with those who have been affected by COVID-19. We are closely monitoring updates and recommendations from the CDC, OSHA, and our local health officials.

We know you rely on us when emergencies happen and we want to be there for you. While the risk is presently low for a majority of people, we have taken steps to ensure we can continue to serve you, while protecting your health and the health of our technicians.

Technician Protocol and Safety Measures

- All employees are required to complete a health survey, which includes a temperature check, prior to reporting to work.
- All employees are closely monitoring their own health. In the event there is any individual who is presenting symptoms or fear they may have been exposed, they will be self-quarantined, along with any employees they've been in contact with.
- All employees are required to wear a mask while in our customers' homes, and outside of their home in event they cannot maintain six feet social distancing as recommended by the CDC.
- Technicians use one-time-use, disposable shoe covers, and sanitize equipment in between each home visit. That includes disinfecting everything from our tools to the steering wheel and door handles of our service vehicles.
- Technicians, as well as our office staff, have been equipped with disinfecting wipes and hand sanitizer and have been briefed on safety practices within our customers' homes.
- We have transitioned to a remote work model for some employees to help limit any risk of exposure.
- In compliance with social distancing, we have a no handshake policy to help minimize the spread of germs to keep everyone healthy.

Contactless Service to Keep You Safe

Times are tough, but we're adapting. In order to deliver the service you need with less risk to you and your household, we've come up with some extra measures to help solve your problem without any contact between you and your technician.

Here's how it works. We will:

- Give you a call or text you when we arrive to greet you and sort out next steps over the phone.
- Go right to the system that needs attention — no need to lead us there personally.
- Wear a complete set of personal protective equipment, including a mask, to prevent contamination.
- Have you work any controls (like a thermostat) to reduce our contact with your device.
- Use a “verbal” signature to sign off on invoices (instead of requiring an actual signature).
- Ensure any parts we need to complete the work are sent over safely and without contact.
- Send all documents electronically and complete the payment without physical methods like checks or cash, when possible.

Here’s what you can do to help:

- Please be respectful of social distancing guidelines and allow us to work at a minimum of six feet from you while in your home.
- Let us know if you have any concerns, and what you need from us to keep you safe and comfortable.
- Open all necessary doors for us, so we can walk right to the problem without touching doorknobs.
- Keep an eye out for our number so you don’t miss our call.
- Clear out any clutter from the work area to help us complete the job quickly and safely.

Pre-Scheduling Health Screening Questions

Here’s what we’re asking our customers prior to performing service:

- Has anyone in your household had:
 - Symptoms of COVID-19 within the last 14 days?
 - Close contact with anyone who has a confirmed case of COVID-19 within the last 14 days?
 - Been directed or told by the local health department or your healthcare provider to self-quarantine?

We want to assure you that we take safety as seriously as our work. We’re committed to continuing our service without exposing you or our staff to unnecessary risk — please let us know how else we can bring you more peace of mind.