

## **Coronavirus and COVID-19**

As you are aware, concerns about Coronavirus, also known as “COVID-19”, are increasing throughout the U.S. We are making this communication available to all our customers, vendors, and employees. This letter describes how we are mitigating the risk for all concerned.

### **Office, Technician, Warehouse Staff**

- Only dedicated office staff are allowed to enter our office space. Our offices are only accessible through an electronically keyed door
  - Office staff is capable of working from home if required
- Hand washing procedures are posted in each bathroom
- Hand sanitizer is located at the one digitally locked office entrance door
- Respectfully requesting that customers and vendors limit their frequency and duration of in person visits
- All customer, vendor and employee meetings are being held in our warehouse, not in our office space
- Our new warehouse meeting/conference area is made up of easily disinfected plastic chairs and tables

### **Outside Sales and Quoting Personnel**

- Our **Roof to Deck Restoration Quote/Information** gatherer drives a dedicated company provided vehicle that is assigned to that specific employee
- Our Restoration Quoter employees do not need to make customer contact to test and measure the services requested
- Our Quoter measures and photographs each project and emails that information to our administrative staff. Once quote is produced, it is emailed and USPS mailed to the customer
- Vehicle dash and contact points are disinfected daily with disinfectant wipes
  
- Our **RTD Power Washing Salespeople** drive a dedicated company provided vehicle that is assigned to that specific employee.
- Minimal customer contact time is required. Hand sanitizer is applied before and after each customer visit
- Salesperson measures and photographs each project and later produces the quote. Quote is emailed to the customer.
- Vehicle dash and contact points are disinfected daily with disinfectant wipes

- Our **Roof to Deck Restoration Technicians** drive a dedicated company provided vehicle that is assigned to that specific employee. Employee takes the vehicle home and receives work orders by email
  - Other than management, no one has access to an assigned vehicle
  - On site vehicles keys are kept in a dedicated “by vehicle” safe
  - Customer contact of any kind is not required or encouraged.
  - Hand sanitizer is applied before and after each customer visit
  - Vehicle dash and contact points are disinfected daily with disinfectant wipes
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- Our **RTD Power Washing Cube Truck Technicians** drive one of our five cube trucks.
  - Vehicle dash and contact points are disinfected daily with disinfectant wipes
  - Customer contact of any kind is not required or encouraged.
  - Hand sanitizer is applied before and after each customer visit
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- Our **RTD Power Washing Parking Garage Technicians** work in teams of 3 or more technicians.
  - Vehicle dash and contact points are disinfected daily with disinfectant wipes
  - Customer contact of any kind is not required or encouraged.
  - Hand sanitizer is applied before and after each customer visit

### **Additional Coronavirus Mitigation Protocols**

- Sourcing and ordering sanitizing products some of which are on back order.
- Developing contingency plans if associates are out ill for extended periods of time.
- Providing on-job and off-job guidance to staff on minimizing their risk of exposure including avoiding handshakes.
- Clean your hands with soap and water or alcohol-based hand sanitizer and wash for at least 20 seconds
- Avoid touching your eyes, nose, or mouth with unwashed hands
- Cover your nose and mouth when coughing and sneezing with tissue or a flexed elbow, and frequently dispose of used tissues
- Avoid close contact with anyone with cold or flu-like symptoms
- Clean and disinfect objects and surfaces
- Stay home if you feel like you have cold or flu-like symptoms

