Water Treatment Dealer

COVID-19 Best Practices and Policies

March 20, 2020

As a general policy, DEALER will abide by all recommendations and best practices as recommend by OSHA, CDC, WHO, WQA and other authorities. This policy will be deemed modified by any policies from any authority which are applicable to DEALER.

This policy is subject to change, and particularly given the fast-moving changes associated with the current Coronavirus pandemic may be updated frequently; in the event of any doubt employees should check with DEALER’s General Manager as to the latest applicable practices and policies.

Additionally, this policy represents the minimum requirements for safety in light of currently available information and recommendations. At any time DEALER may choose to enforce a policy that is more restrictive if it believes it is necessary or advisable in light of the health of its team members, its customers or the community.

**\*\* Currently an order from the Governor requires that all non-essential workers work from home**. This order may be updated or superseded as the situation evolves – DEALER personnel will abide by this order and any such applicable orders, rules or regulations which may follow.

**Policies for All Employees and Contractors of DEALER**

1. **Rights of DEALER Team Members**--- any DEALER team member (which includes all employees and contractors of DEALER for purposes of this document) may:
	1. refuse to perform a particular task without any penalty if he or she believes it necessary to avoid a situation that might make such person unsafe or is perceived by such person as exposing him or her to potential harm related to COVID-19.
	2. make suggestions to such team member’s manager regarding ways to improve the safety of the work environment.
2. **Protection of DEALER Team Members**--- every DEALER team member:
	1. must thoroughly **wash their hands with soap and water** a minimum of once every 30 minutes for at least 20 seconds, as able.
	2. will be given access to personal protective equipment (PPE) such as masks, gloves and booties, and to instruction as to best practices in using this PPE.
	3. will be given access to have access to hand sanitizer.
	4. must notify his or her manager if he or she does not have necessary PPE or hand sanitizer in his or her possession.
	5. will be subject to the additional policies of his or her applicable department described in the sections below.
3. **DEALER Team Members Who Are Ill or Possibly Ill**--- any DEALER team member who feels ill or exhibits symptoms of illness must notify his or her manager about any sign of illness and must not report to work or come into contact with any other DEALER team member or any DEALER customer or prospect.
	1. If a DEALER team member is tested and diagnosed as having COVID-19, such team member shall self-isolate and shall not report back to work until a medical authority indicates that it is safe for such team member to return to work.
	2. Additionally, if a DEALER team member is advised by a medical authority to schedule and take a test to detect the COVID-19 virus, such team member will not return to work until such point as the team member confirms the test is negative or the illness has been fully resolved according to B.1. above.
	3. DEALER team members must immediately report any possible exposure to illness.

**Office Policy**

In addition to the above *Policies for All Employees and Contractors of DEALER*:

1. **Protection of Employee**---in the office, all DEALER team personnel will:
	1. be limited to the presence of no more than 3 employees in the office simultaneously.
	2. maintain a safe distance from each other (at least 3 feet) and avoid physical contact.
	3. not enter the office or be around customers if they have had any sign of illness.
	4. keep their work area clean and disinfected using cleaning and disinfecting supplies provided by DEALER.
	5. not share headsets, phones, staplers or other office equipment.
	6. communicate promptly if any issues concerning health or safety arise or come to the attention of any DEALER team member.

**Service and Installation Department Policy**

In addition to the above *Policies for All Employees and Contractors of DEALER*:

1. **Protection of DEALER Team Members**--- All DEALER service and installation team members will:
	1. avoid interaction with pets.
	2. minimize interaction with homeowners or their families and will reserve the right to cancel or postpone service if it is deemed necessary.
2. **Protection of Customer**
	1. Customers may request the use of PPE by DEALER personnel.
	2. Customers will be asked to confirm appointments within 48 hours.
	3. DEALER team members will not enter the home or interact with any customer if such person has experienced any sign of illness within 14 days or has come into contact with any person who was or seemed ill during such 14-day period.
3. **Communication with Customer---**DEALERwill:
	1. ask customers upon appointment confirmation if there has been or is currently any illness, and whether any member recently traveled abroad.
		1. If yes to either question, DEALER will cancel the appointment unless appropriate protective measures can be taken and the DEALER team member feels safe working in this environment after being informed of the customer’s responses.
	2. require that customers please seclude pets.
	3. ask customers to please limit homeowner or family interaction with the service technician, and to maintain a distance of at least 6 feet at all times.
	4. inform customers that due to the COVID-19 outbreak DEALER’s schedule may change abruptly, and DEALER will notify customers of cancellations to the best of its ability.

**Sales Department Policy**

In addition to the above *Policies for All Employees and Contractors of DEALER*:

1. **Protection of Employee**---all DEALER sales team members will:
	1. conduct a virtual consultation whenever possible, which is strongly encouraged at this time by DEALER over an in-person consultation.
		1. Homeowners may leave a water sample outside for retrieval before a scheduled virtual consult which can then be tested during the virtual consult.
	2. avoid interaction with pets.
	3. minimize interaction with homeowners or their families and will reserve the right to cancel or postpone a consultation if it is deemed necessary.
2. **Protection of Customer**
	1. Customers may request the use of PPE by DEALER personnel.
3. DEALER team members will not enter the home or interact with any customer if such person has experienced any sign of illness within 14 days or has come into contact with any person who was or seemed ill during such 14-day period.
4. Virtual consultations will be encouraged, as described in A.1. above.
5. **Communication with Customer---**DEALERwill:
	1. strongly encourage virtual consultations, as described in A.1. above.
	2. If a consultation is conducted in-person, ask customers upon consultation confirmation if there has there been or is currently any illness, and whether any member recently traveled abroad.
		1. If yes to either question, DEALER will cancel the appointment unless appropriate protective measures can be taken and the DEALER team member feels safe working in this environment after being informed of the customer’s responses.
	3. require that customers please seclude pets.
	4. ask customers to please limit homeowner or family interaction, and to maintain a distance of at least 6 feet at all times.
	5. inform customers that due to the Covid-19 outbreak DEALER’s schedule may change abruptly without notice. DEALER will notify customers of such cancellations to the best of its ability.