**Technician Protocols to Create A Safer Working Environment**

The objective is to help keep our technicians safe while providing minimal exposure to the customer’s employees or working environment, and to avoid any disruption to their business flow, and ours.

* Call ahead and speak to the customer directly, to have an agreed upon plan on how to interact at the facility for the intended maintenance work.
* Follow customer requirements on entering their facility and practice proper Social Distancing when in customer facilities. When possible, avoid or limit entry into customer facilities.
* Make every effort to work in an isolated area, or outside (weather permitting) away from customer activity as much as possible and/or practical.
* Suggest politely, if it would be possible if the customer could bring the equipment to the technician, to the back door, outside, etc.
* Wear gloves and wipe down equipment with sanitizer before and after completing repairs.
* To avoid sharing pens/stylus’ and passing paperwork/tablets, request that the customer verbally agree to the work completed and make note within work order referencing the first and last name of customer contact agreeing to completed work.
* Ask for and comply with any customer directives and safety precautions we need to adhere to, over and above all standard PPE requirements.
* Practice all communicated company suggestions as recommended by the CDC and WHO on COVID-19 Safety Precautions in terms of Social Distancing, personal hygiene, safety practices, hand washing, etc.