



COVID-19 SAFETY PROTOCOL & PROCEDURES

The outbreak of COVID-19 continues to impact all facets of our lives. It has forced everyone to STOP and evaluate what we do, why we do it and how. On the latter, we ponder everything from how we socialize to how we view our living and working environments. We here at Fiber-Seal, despite being deemed an essential service, have done just that. During our pause in operations, we STOPPED to evaluate *how* we can best protect our employees, their families, our valued clients, and the communities in which we serve. We needed this time to learn, to evaluate, to implement and to adapt. The preventative care and cleaning of your soft surfaces in your homes and offices is essential. We are now ready to perform these essential services paired with our commitment to take all necessary measures to protect everyone from the spread of this virus.

The following protocols and procedures will be implemented, effective immediately:

- First and foremost, we will monitor all of our employees, as well as their families to make sure everyone is healthy before reporting to work. If exposed to COVID-19 they will be instructed to follow the quarantine guidelines laid out for us by the CDC.
- We will in applicable circumstances continue to work from home as often as possible.
- Upon entry to our office, employees will wash their hands and their temperatures will be taken and recorded. If there is any spike in temperature, they will be sent home and follow quarantine instruction laid out for us by the CDC.
- As always, our technicians will continue to wear a clean uniform everyday (laundered by an outside uniform company).
- Service vehicles will be equipped with appropriate personal protective equipment (PPE) like rubber gloves, disposable shoe guards, and disposable face masks to be used by the technicians while performing services.
- Hand sanitizers and or cleaners will be at their disposal to clean their hands often. It will be made mandatory to do so prior to each service appointment.
- Hospital grade disinfectant cleaner/spray will be used in each service vehicle to disinfect the equipment between appointments.
- At the end of each shift the equipment will be removed from the service vehicles and thoroughly cleaned inside and out. They will then be sprayed with disinfectant and left to dry overnight.
- The service vehicles will also be disinfected at the end of each shift in a similar manner.
- All client touchpoints used by the technician such as door handles and faucets will be cleaned upon departure.

- Since all of us here at Fiber-Seal desire to serve your individual needs, our sales consultants will check-in prior to scheduled service appointments to determine if any specific or additional accommodations need to be made. This conversation will enable us to keep your homes and facilities as clean and safe as possible.
- We reserve the right to delay service on any scheduled appointment if it is learned that the client is currently following CDC quarantine guidelines.
- We are going to implement a digital policy so that no paperwork or printed invoices are left or mailed. Invoices will be emailed so that no paperwork is left in your home or facilities.

Since 1982, Fiber-Seal has always adhered to the highest service standards as well as a commitment to our valued relationships with our employees and our clients. Our values will not change or be compromised because of this pandemic. In fact, they are strengthened. Our present situation only enhances what is most important to us as a company. Together we will work through the uncertainties that we are all experiencing.