

## **Synergy Companies COVID-19 Prevention and Compliance Plan - Installation Safety**

At Synergy, safety is a way of life. We strive to create the safest possible work environment for our employees and our customers. COVID-19 has presented a new set of challenges for us to keep our customers and employees safe while performing quality installations with the highest levels of customer satisfaction, however we are uniquely prepared by drawing upon experience and knowledge from our environmental company “Synergy Enterprises Environmental Solutions”.

Sections A. and B. that follow go into detail the precautions taken to protect customers and employees before arriving to the jobsite and also while at the jobsite.

### **A. Precautions Taken to Protect Customers and Employees Before Arriving**

Each Synergy technician conducts a health evaluation by reviewing their temperature with a thermometer before going to work each day to check for a fever. The technician also conducts a breathing test to check for coughs, trouble breathing, and a sore throat. If the technician has any of these symptoms they are not to work and are advised to be tested for COVID-19 if their symptoms persist.

After conducting the daily health evaluation, the technician ensures they are equipped with their personal protective equipment (PPE) that includes N95 masks, goggles/eye protection, disposable gloves, and disinfecting spray and disposable towels to wipe-down tools and equipment that will be installed. Once the PPE has been verified and in the vehicle, the technician/installer travels to the job site alone. The technician cannot work without PPE.

### **B. Precautions Taken to Protect Customers and Employees at the Jobsite**

When the technician arrives at the customer’s home, the technician calls the customer to notify them of their arrival and asks the customer to provide access to their equipment by describing where it is located on the premise. After the call, the personal protective equipment is put on.

If the customer does not answer their phone, the technician knocks on the customer’s door or rings the doorbell with their PPE on and then takes several steps back to maintain a distance of at least 6 feet from the person that answers the door. While maintaining a distance of at least 6 feet, the customer instructs the technician where their equipment to be retrofitted is located.

The technician installs the new equipment and then disinfects it with spray and disposable towels. The customer receives a call from the technician to notify the customer of its completion. The customer is able to ask questions at this time.

All applicable program forms are electronic, digitally signed, and submitted electronically to the customer’s email address.