

Efficiency Services Group

COVID-19 Field Services Protocol

Efficiency Services Group (ESG) will be moving forward with field services in customer homes and businesses with the implementation of the following protocol to protect staff and customers. ESG will continue to update these measures as local authorities issue additional guidance for employers and service providers.

Protocol to be implemented until further notice:

- Any field technicians experiencing COVID-19 symptoms (fever, cough, sore throat, shortness of breath or trouble breathing, loss of taste or smell, diarrhea, unexplained exhaustion, persistent headache, or nasal congestion not attributable to allergies) are to stay home and contact their supervisor
- Any field technicians coming in contact with someone who has tested positive for COVID-19 or who is awaiting results of being tested for COVID-19, or has traveled outside the US in the last 14 days will not enter the field until they have been tested negative for COVID-19 or have been symptom free for ten consecutive days.
- Maintain a safe distance of at least six feet away from other people when possible
- Wear a mask when inside businesses and customer homes
- Wear a mask outside when unable to maintain distance of six feet or more from others
- Wash or sanitize hands frequently
- Cover coughs or sneezes with your elbow
- Avoid touching your eyes, nose or mouth
- Sanitize hands before and after site visits
- Disinfect all equipment at the beginning of the day, and after each site visit to a customer home or business (including cell phone, iPad and any packaging or boxes that will be left with the customer)

A note on face masks:

If a customer suggests that it is not necessary for you to wear a mask, you can explain to them that you are following company policy. For your own safety and to follow company policy, you should not remove your mask at the customer's request. If a customer asks you to lower your mask so they can see your face or verify the picture on your badge, you can briefly lower your mask to confirm your identity and that your badge picture is accurate.

Screening Questions:

When setting appointments with customers, ESG will determine the customer's comfort level with having someone visit their home or business. If a customer is uncomfortable with a technician entering a home or business, the technician will reschedule the visit or get the required documentation for rebate processing via photo or video with the customer.

Upon approaching a business or home, ESG will ask customers whether anyone present is experiencing the COVID-19 symptoms mentioned above, has recently tested positive or come in contact with anyone that has recently tested positive for COVID-19. If a customer answers "yes" to any of these questions, we will ask the customer to reschedule their site visit to a later date.

After Leaving A Customer's Home or Business:

At the time of the site visit, the field rep will leave a notice with the customer with a phone number and email address for the customer to contact ESG if anyone in the home/business comes down with COVID-19 symptoms or tests positive for COVID-19 within five days of the field rep's visit. The field rep will not enter the field again until they have tested negative for COVID-19 or are symptom free for ten consecutive days.