

CONTRACTOR COVID-19 CHECKLIST



At the office

- ✓ Review your sick leave policies and tell all employees to stay home if they are ill or have a fever.
- ✓ Try to limit team gatherings and use social distancing when you do assemble.
- ✓ Provide opportunities for office staff to work from home.
- ✓ If you aren't already using technology for scheduling and dispatching, it's time to look into those services.
- ✓ Review all of your marketing. Look at what you have placed recently to ensure it comes across as helpful, rather than opportunistic or making unrealistic promises about services.
- ✓ If business slows, consider taking advantage of online training opportunities to keep the team up-to-date on new products and technology.



In the field

- ✓ Provide gloves to team members.
- ✓ Create a process for sanitizing shared tools at jobsites.
- ✓ Work with wholesalers on reducing contact. Many are offering curbside pick-up or no-touch deliveries.
- ✓ Regularly wipe down steering wheels, door handles and other high-touch areas on vehicles.



Working with homeowners

- ✓ Create a set of screener questions for homeowners. Ask if anyone in the home is sick and if the home is in quarantine.
- ✓ Use social distancing with customers. Skip the handshake.
- ✓ Determine beforehand the location of equipment in the home. There could be an outside door to the basement or outside equipment that doesn't require entering the main home.
- ✓ Consider offering "no-contact" visits, where the HVAC system issue is shared with a phone call and photos. The homeowner stays in another part of the house.
- ✓ If a "no-contact" visit is not possible, consider wearing a mask or face covering when interacting with homeowners for your mutual safety. Always observe state and local guidelines regarding the use of masks.
- ✓ Wipe down your tablet and offer a clean stylus if a signature is needed.

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