

COVID-19 Safety Protocols When Entering Your Home



Nothing is more important to us than the safety of our customers and employees. That is why we follow CDC-recommended guidelines when we visit your home so we can help prevent the spread of illness and keep everyone safe. Here are the important steps we are taking before, during and after your in-home service.

VTX1 Companies

Before

Before we come to your home, we will call you in advance. During this call, we will:

- Let you know that we will be following CDC guidelines to keep everyone protected
- Let you know that the employee(s) visiting your home is not ill
- Confirm that you are not ill with flu-like symptoms or in quarantine from possible exposure to COVID-19
- Discuss the safety precautions we will be taking during your in-home service
- Confirm that you'd like to proceed with your in-home service

If you are ill, quarantined or do not want to continue with the appointment, please let us know so that we may reschedule or cancel.

How we prepare before your visit:

- We wear clean clothes for each workday
- We restock our vehicles with masks or face coverings, gloves, disinfectant wipes/spray, etc.
- We clean and disinfect our laptops and mobile devices

During

We have created a detailed plan for keeping everyone safe during our visit to your home.

Before the work starts.

- We will put on protective gear before we enter your home
- We will keep a 6-foot distance from you as we enter (and for the remainder of our visit)
- We will go over the work with you and explain our safety measures that were discussed on the call before our visit
- The safety of our customers and employees is our top priority, so while we are at your home, we will be wearing a face covering for the duration of our visit and we ask that you do the same when in the same room with your service team. If you do not have a face covering, we will provide you with one. Small children and those unable to wear one for health reasons don't need a face covering, but we ask that those individuals practice proper social distancing with service team members

How we keep things safe during the work.

- We will prepare a workspace by marking a perimeter that gives us enough room to work in and that provides a safe amount of distance from you and your family
- We will clean and disinfect all surfaces we will be touching. We will also follow manufacturer guidelines and use the correct material to safely clean your product
- After the work is complete, we will provide a demo of your product, with you watching at a safe distance
- We will once again clean any surfaces we came into contact with

After

Our safety precautions continue even after we leave your home. Before our next in-home visit, we will clean and disinfect all tools and supplies.

When we return to our designated company location at the end of the day, we will:

- Return products to be quarantined and sanitized
- Properly dispose of all safety supplies and trash
- Clean and disinfect commonly touched surfaces in our vehicles
- File only the minimum required paperwork for each in-home service (which no customer has ever touched)
- Wash our own clothing at home, except for certain departments that will have work shirts washed by a vendor

When choosing VTX1 Companies for installation or repair, your service may be performed by one of our independent third-party contractors. These contractors are expected to adhere to the same safety precautions as our employees.