



## **Coronavirus (COVID-19) Policy**

Pacific Mobility is committed to ensuring the health and safety of our customers, team members and community. We recognize that many of our customers are part of the most at-risk populations. We also recognize that they are also dependent on the equipment we are committed to installing, maintaining and servicing. In order to ensure we protect our team members as well as our customers from the spread of the COVID-19 disease, we are implementing the following protocols:

1. Our showroom is open to the public however appointments are recommended. Team members will follow all recommendations made by local, state, and federal bodies including masks and social distancing where appropriate.
2. Remote consultations/quotes and no-contact measurements and installations are available on request. Please contact our office for more information.
3. Team members are required to stay home if they have a fever and/or are not feeling well.
4. Team members are required to hand wash/sanitize before and after all appointments. All equipment will be sanitized per our standard protocol.
5. Our team will maintain all recommended social distancing measures during in-home appointments including avoiding handshakes and maintaining distance between others. If possible, we suggest arranging for friends or family members to assist in the process if you are part of a high-risk group.
6. Pacific Mobility employees may stop or cancel service at any time if they notice someone in the household appearing to be sick.
7. Employees that have tested positive for COVID-19, have been in contact with anyone that has tested positive for COVID-19 or has any cold or flu like symptoms associated with the disease will be off work until a negative test is provided.
8. We ask that any customers that have tested positive for COVID-19, have been in contact with anyone that has tested positive for COVID-19 or has any cold or flu like symptoms associated with the disease notify our office by phone prior to any contact with our team so we can make arrangements to safely service/install your equipment.

Safety is our first priority. This policy may be updated as new information is made available. We will make every effort to adhere to guidelines provided by the federal, state, and local health officials however it is impossible to guarantee that anyone is not transmitting the virus. It is ultimately the customers decision to allow visitors into their home.