



Technician Best Practices During COVID-19 Pandemic

Dear Dealer Partners,

We are better when we work together, AS ONE. Arnold Machinery Company continues to take precautions to protect you, our associates, our customers and the communities we serve from the spread of COVID-19, known as coronavirus. Thank you to those that have provided the communications and protocols you have put in place. We are using those communications and protocols, along with documentation we have received from our customers and guidance from the CDC and other governmental agencies, to gather and disseminate “best practices” in 4 specific segments, focusing on the health and safety of our technicians and other onsite customer service providers:

Service Call/Dispatch

- Does the customer have a specific COVID-19 form that will need to be completed prior to arrival at the site? Can the form be provided prior to the technician coming on site to assure compliance with site requirements?
- Are there specific accommodations (i.e. additional PPE, plans on how to interact at the facility) required to complete service work at the site?
- What alternatives are available to documents being touched by multiple individuals (i.e. e-mail approval of work orders in lieu of customer signature)?
- Can the machine be taken to an isolated area or outside of the facility to perform the service?
- Can the machine be serviced at the dealership?
- Be able to describe the additional sanitizing protocols for technicians (descriptions below).

Technician Readiness

- Technician:
 - Do you have a fever (100.4 degrees) or are you feeling sick?
 - Have you or a household member traveled to or been in contact with someone who traveled within the last 21 days to a COVID-19 affected region designed by CDC/WHO with a Warning Level 3 Travel Alert?
 - Have you or a household member been in contact within the last 21 days with someone that has been diagnosed with COVID-19?
 - Note: if any of the above answers are affirmative, the technician should contact their supervisor, and follow CDC guidelines (www.cdc.gov).

- Focus on personal hygiene measures.
 - Washing hands often with soap and water for at least 20 seconds. Using an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
 - Avoiding close contact with people (stay 6 feet away from others).
 - Avoiding touching eyes, nose, and mouth with unwashed hands.
 - Staying home when sick.
 - Covering coughs or sneezes with a tissue; then throwing the tissue in the trash.
 - Cleaning and disinfecting frequently touched objects and surfaces.
- Limiting all travel to “as needed” basis and avoiding large groups (11 or more).
- Notification to manager if any travel is outside of the country.
- All correspondence should be done via phone or email with office staff, including tech support, parts ordering and dispatch.

Service Site Preparation/Pre-Service Considerations for Customers

- Can the machine be taken outside of the facility to perform the service?
- Can the machine be serviced at the dealership?
- Know and follow customer requirements upon entering their facility and practice proper Social Distancing.
- Work in an isolated area, or outside their facility (weather permitting), as practical.
- Wipe down/ sanitize machines before work is performed.
- Wipe down/ sanitize your service truck (including steering wheel and door handles), tools, tool boxes and other frequently touched items on a twice daily basis
- Technician readiness supplies (guidance from CDC (www.cdc.gov))
 - Nitrile gloves
 - Hand sanitizer (at least 60% alcohol)
 - Disinfectant – bleach based or EPA-approved for use against coronavirus (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>)
 - Alcohol wipes (at least 70% alcohol) - recommended to disinfect phones, tablets and laptops
- Wear gloves while performing service work, including writing and signing reports.
- When obtaining parts for service, parts should be picked up at remote area of the branch or sent directly to technician’s home or customer’s site. Gloves should be used when handling these parts or part boxes/ containers.

Post Service Processes

- Wipe down/ sanitize machines after work is performed.
- If customer allows verbal approval of service orders, make note with work order referencing the first and last name of customer contact agreeing to completed work.
- If customer does not allow verbal approval of service orders, disinfect surface of mobile devices and pen/ stylus used to close work orders before and after customer signature. Maintaining social distance (6 feet or more) the entire time.
- When releasing the machine back to production, a phone call with the customer is the preferred communication method. If release by phone is not allowed, continue to maintain social distance (6 feet or more) with any customer staff.

- Dispose of gloves when finished with the job. When removing gloves, follow standard removal guidelines (i.e. turning glove inside out while removing, roll one inside of the other, etc.). Place in disposal container immediately after use.

We know that many of you have implemented these or similar measures with your employees, and we appreciate your commitment to continue servicing our customers through this challenging time. Please continue to contact us at our corporate office 801-972-4000 for COVID-19 related questions.

Remember we are in this together: Staying informed, staying vigilant, and staying safe.

