



COVID-19 Procedure for Service Technicians

This **COVID-19 Procedure** outlines expectations for **All Wolter Group LLC (WG) Service Technicians** until further notice. These expectations are in addition to those contained in the **COVID-19 Procedure for all Team Members**. We are following the direction of the local, state, and federal government, and monitoring the external situation. We will adjust our actions and Procedures as required.

- Maintain social distancing as described in the COVID-19 Procedure for all Team Members.
- When at customer property, request to work on equipment in a location that will allow you to maintain social distance. Outdoors is preferred if the location is safe.
- Nitrile gloves must always be worn when working on equipment.
 - Technicians must wash hands or apply hand sanitizer (of at least 60% alcohol) before and after wearing gloves.
 - Nitrile gloves should be used once and then disposed of.
 - Avoid coughing onto gloved hand. If this does occur, you must change gloves and wash hands.
- Using an approved sanitizer or wipe to sanitize equipment before and after working on it. Be sure to clean frequently touched areas such as the steering wheel, finger controls, and grab bars. Ask the customer if there are any other parts of the equipment that should be cleaned.
- Wipe down your laptop keyboard and screen using an approved sanitizer or wipe before and after working on customer equipment.
- Gloves, sanitary wipes, and other hygienic cleansers must be disposed of properly.
- After each use, sanitize tools prior to returning to storage.
- Do not enter a WG building unless business critical. Parts are to be available to be picked up from a designated area away from other people.
- Observe The COVID-19 Procedure for Equipment Shipment and Receipt when receiving or shipping equipment.

Updated: April 8, 2020