



In the interest of keeping our employees, their families, our customers and their families, and our community as a whole as safe as possible; we have adopted the following protocols and procedures to aid in the safe performance of our service and installation work. Thus enabling us to be there for our customers when they need us.

We are committed to taking the steps necessary to implement accepted best practices to help prevent the spread of infectious disease.

To aid in our efforts to thwart the spread of COVID19 we are taking the following precautionary measures:

Our team members have been equipped with the following Personal Protective Equipment:

- hand sanitizer
- heavy grade paper towel and Benefect (non VOC hospital grade disinfectant)
- disposable masks
- disposable gloves
- disposable shoe/boot covers
- ongoing training and discussion about safe interaction with customers (distancing, no shaking of hands, no handling of cheques or cash bare handed)

Call Screening – please be prepared to participate in a screening conversation as the team member responsible for completing the intake of a new client, and/or the booking of an appointment for an existing client, is responsible for questioning the client on the following:

- The travel habits of them, their family members and/or any close friends or acquaintances they may have had direct contact with in the past 14 days.
- The general health situation of any of the regular occupants of the home

*Customers are instructed to notify the office at the first sign that their situation has changed with respect to their health prior to their service appointment so that the Taunton Trades Ltd. staff can be directed to not attend.

Team members have been instructed to keep management informed of their health, and any team member who has flu like symptoms is instructed to follow the instruction of their local Public Health Agency with respect to self-isolation and potential requirement for COVID19 testing.

Invoices will be transmitted via email to the customer via our Jobber (or equivalent) work flow management system, and payment with a credit card via the same system is the preferred method of payment to avoid contact with paper money and cheques.

As an organization we are doing our utmost to stay informed as the Local and National Health Agencies provide updates.

Taunton Trades Ltd. will evaluate these procedures on an ongoing basis to determine their measure of effectiveness to insure that we are in alignment with the current state of accepted public health practices as the information and instruction is made available.

While we ourselves are not health care professionals, we want our clients to know that we take their health and wellbeing as seriously as our own. With careful planning, and by working together, we can all do what is required to live comfortably while maintaining vigilance in our quest to safeguard our health as we work together to support one another as we navigate through this difficult time.

Warmest regards,
Sean Lemery, President
Per: Taunton Trades Ltd.