



COVID-19 Company Policy and Procedures

This document was last updated on November 11, 2020.

We're making changes to improve our policy and procedures daily.

If you have any suggestions to improve our policy and procedures please contact us at mike@premiertouchpainting.com or (302) 533-8530.

Overview

This is a challenging time for all of us and we are doing the best we can. We appreciate any support, suggestions, recommendations, as well as your understanding as we navigate through these fast-changing times.

Our commitment is to continue to provide for our customers and employees while maintaining the highest regard for health and safety, all Executive and Public Health Orders, CDC recommendations, as well as being socially responsible.

If you have any suggestions to improve our policy and procedures please contact us at mike@premiertouchpainting.com or (302) 533-8530.

Section 1: How the Stay at Home Order Impacts Premier Touch Painting

The Stay at Home Order issued by the Governor specifies what businesses are authorized to continue Minimum Basic Operations and health guidelines and requirements to prevent the spread of COVID-19.

After speaking with local authorities, we have confirmed that we are authorized to continue to provide our painting services. However, we are taking extra precautions above and beyond what is required which will be covered in Section 2.

Executive Orders & More Information:

[Delaware State of Emergency Order](#) (Stay at Home Order)

[Essential and Non Essential Business Categories During Coronavirus Closure - Delaware's Coronavirus Official Website](#) (Essential Businesses)

[Governor Carney COVID-19 Video 3/23/20](#)

[Delaware Public Health Guidance COVID-19](#)

If you have any questions or concerns about our authorized designation to continue Minimum Basic Operations, **please contact us**. Further information is at the bottom of this document.





Section 2: Our Company Policies and Procedures

During this Stay at Home Order, we are continuing Minimum Basic Operations. This section outlines our company policies and procedures including how we are adhering to all Public Health Orders and Executive Orders as well as our own additional precautions to ensure the health and safety of our team members and customers and to avoid any unnecessary spread of COVID-19.

Company-Wide Policies

For Anyone Experiencing Any Symptoms

- From Public Health Guidance:
 - "Individuals experiencing symptoms of COVID-19 must self-isolate until their symptoms cease or until they have a negative test result. Due to limited testing availability and narrow criteria for testing, if an individual has tested positive for COVID-19 and/or has developed symptoms of COVID-19, including early or mild symptoms (such as cough and shortness of breath), they should be in isolation (staying away from others) until they have had no fever for at least seventy-two (72) hours (that is three full days of no fever without the use of medicine that reduces fevers), other symptoms have improved (such as cough or shortness of breath) and at least seven (7) days have passed since symptoms first appeared."
- Additional Company Policy:
 - Anyone they interacted with will be off work for at least 5 days and closely monitored before returning to work.

Social Distancing: At all times we'll keep a safe distance of at least 6 feet to follow social distancing recommendations per the CDC.

Our Office

- All in person meetings have been moved to video calls or conference calls unless absolutely necessary.
- No customers visit our office.
- When necessary, employees are at the office for as little time as possible and follow social distancing recommendations of keeping a 6 foot distance if anyone else is also at our office.
- Daily we are wiping down high touch surfaces like door knobs, drawers, chairs, etc..

Minimum Basic Operations: All employees will be working from home and only leaving their home for the Minimum Basic Operations for their position. This includes:

- Estimators measuring the outside of homes and picking up/dropping off supplies at the office or job sites.
- Project managers checking in on job sites for quality and compliance with our policies and picking up/dropping off supplies at the office.





- Painters picking up paint from the paint store and working on site.
- The rest of our team will be working from home exclusively.

Role-Specific Policies and Procedures

- **Marketing**

- We have put a stop to all door to door marketing or flyer dropping to avoid going through neighborhoods and minimize person to person contact as of Sunday March 15.

- **Sales/Estimators: Providing Estimates**

- All of our estimates are provided physically, in compliance with CDC guidelines, or digitally through a video call or phone call and an emailed proposal.
- We recommend interior projects for high-risk customers are postponed or put on hold (unless the property is vacant).
- For exterior projects, we'll provide all of our estimates digitally. We will come to your house to do our measurements and take any pictures and complete the rest of the estimate process with you over the phone or over a video call.

- **Project Managers**

- Our project managers will only be driving to and from job sites to check in. They're checking in on the quality of the work and the compliance of our painters to our policies and procedures.
- If you'd like to do a final walk through with our project manager, we will keep a distance of at least 6 feet.
- Pre-job walk arounds are also at the discretion of our customers, and we will keep a distance of at least 6 feet.

- **Painters**

- Paint stores are open with limited maximum occupancy, with strict distancing guidelines in place.
- All crew members are instructed to wear masks at all times when working inside, and whenever in close proximity to our customers.
- There is no need to interact with our painters during your project. Questions, comments, or concerns should be addressed to the Project Manager.
- Proactive Daily Protocols
 - Hand Wash 2x/Day to start the day and end the day
 - Disinfecting 2x/Day to start the day and end the day including
 - Wipe down all paint upon pick up
 - Car door handles, steering wheel, all equipment to be used that day or that was used that day
 - Social Distancing Requirements on the jobsite (maintaining a minimum of 6 foot distance at all times unless necessary)





Policies for Working on Projects

- We recommend all interior projects for high-risk customers are postponed until further notice. The exception is any interior that is not occupied. If the interior is empty, we'll have a small crew come in to do the job and work in separate rooms.
- Minimize personal contact throughout the project with our customers including keeping a safe distance of at least 6 feet when doing any final walk throughs.
- Painters keep a minimum 6 foot distance between each other whenever possible.
- Paint stores are open with limited maximum occupancy, with strict distancing guidelines in place.
- Options for Customers:
 - We can collect checks from a mailbox or the doormat after walking the house and assuring the quality of work.
 - We can accept payment via electronic invoice using bank account or credit card.
 - Any pre-job questions can be addressed over the phone instead of an in person walk through.
 - There is no need to communicate directly with the painters on site. All communication can be done with your Project Manager directly.
 - Our exterior projects can be started and completed without any personal contact.
 - We are here to serve our customers. If you have any further questions, concerns, or requests please let us know.
- There is no need for our customers to have any contact with our team members or crews throughout the painting process.

If you have any suggestions to improve our policy and procedures please contact us at mike@premiertouchpainting.com or (302) 533-8530.

Additional Resources

Our comments are in red, italic. Everything else is pulled from the order at the top of each section.

[Sherwin Williams COVID-19 Response](#)

[Delaware State of Emergency Order](#)

d. To perform work permitted by the Fourth Modification of the Declaration of a State of Emergency.

Premier Touch Painting is authorized to work (be exempt) from this order, provided we comply with social distancing requirements and follow the steps all essential businesses make to comply with social distancing requirements.

The intent of this Order is to ensure that the maximum number of people self-isolate in their places of residence to the extent feasible, while enabling essential services to continue, in





order to slow the spread of COVID-19 to the maximum extent possible. When people need to leave their places of residence, whether to obtain or perform essential services, or to otherwise facilitate Essential Activities and Minimum 7 Basic Operations necessary for continuity of social and commercial life, they should at all times reasonably possible comply with Social Distancing Requirements. All provisions of this Fifth Modification of the Declaration of a State of Emergency should be interpreted to effectuate this intent.

Our team members are abiding by the guidelines put forth in the Stay at Home order both with work and non-work activities. We will not be congregating at any workplace. Our work will be outdoors except when absolutely necessary. We are disinfecting all surfaces at least twice daily.

Leaving your home or residence for Essential Travel is permitted. For the purposes of this Order, Essential Travel includes travel for any of the purposes set forth in this paragraph. Individuals engaged in any Essential Travel must comply with all Social Distancing Requirements. a) Any travel related to the provision of or access to Essential Activities or Minimum Basic Operations.

Our team members will all be driving themselves and taking no public transportation.

WHEREAS, requiring all individuals located in Delaware to shelter in place—that is, to stay at home or at their place of residence—except with respect to certain essential activities and to work to provide essential business and government services, is in the interests of preserving public safety and health and limiting community spread of COVID-19.

We confirmed with the state that we are authorized to continue work as an essential business.

Minimum Basic Operations. For the purposes of this Order, Minimum Basic Operations include the following, provided that employees comply with the Fourth Modification of the Declaration of a State of Emergency and Social Distancing Requirements, to the extent possible, while carrying out such operations:

- a) The minimum necessary activities to maintain the value of the business's inventory, preserve the condition of the business's physical plant and equipment, ensure security, process payroll and employee benefits, or for related functions.
- b) The minimum necessary activities to facilitate employees of the business being able to work remotely or continue to work remotely from their residences.

We are going to the furthest extent possible to minimize the activities our team is performing in cooperation with our customers.

Social distancing measures are required. For the purposes of this Order, "Social Distancing Requirements" include maintaining at least six-foot social distancing from individuals, washing hands with soap and water for at least 20 seconds as frequently as possible or using





hand sanitizer, covering coughs or sneezes (not with hands), regularly cleaning high-touch surfaces, and not shaking hands. These requirements incorporate any subsequent guidance from the CDC issued after the issuance of this Order.

The most people we have on a site at once is 3 (possibly 4 depending on the size of the project). And all times we are maintaining a 6 foot distance whenever possible.

INDIVIDUAL NECESSARY ACTIVITIES

This section is for the purpose of our team members and customers being aware of the Stay at Home requirements that apply to all of us.

Leaving your home or residence for Essential Activities is permitted. Individuals may only leave their residence to carry out Essential Activities or Essential Travel. For purposes of this Order, Essential Activities are defined as follows:

- a) To engage in activities or perform tasks essential to their health and safety, or to the health and safety of their family or household members (including, but not limited to, pets), such as, by way of example only and without limitation, obtaining medical supplies or medication, visiting a healthcare professional, or obtaining supplies they need to work from home.
- b) To obtain necessary services or supplies for themselves and their family or household members, or to deliver those services or supplies to others, such as, food supplies, dry goods, pet supplies and any other household consumer products, and 5 products necessary to maintain the safety, sanitation, and essential operation of residences.
- c) To engage in outdoor activity, providing the individuals comply with Social Distancing Requirements, as defined below, such as, by way of example and without limitation, walking, running, biking, or fishing. Individuals may go to public parks and open outdoor recreation areas (except beaches, which may be used only as described in my Third Modification of the Declaration of a State of Emergency).
- d) To perform work permitted by the Fourth Modification of the Declaration of a State of Emergency.
- e) To care for a family member, friend, or pet in another household, and to transport family members, friends, pets, or livestock as allowed by this Order.

Delaware Public Health Guidance COVID-19

One proven way to slow the transmission is to limit interactions among people to the greatest extent practicable and increase the distance between people in the work environment.





Premier Touch Painting is following all recommended procedures and additional procedures that are not required, as well.

Time-since-illness-onset and time-since-recovery strategy (“non-test-based” strategy)
Persons with CONFIRMED or SUSPECTED COVID-19 who have symptoms and were directed to care for themselves at home may discontinue home isolation under the following conditions:

- At least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing 5 medications and improvement in respiratory symptoms (e.g., cough, shortness of breath); and,
- At least 7 days have passed since symptoms first appeared.

After discontinuation of home isolation, persons must continue to avoid sustained close contact with others, maintain strict social distancing and hand hygiene, and not return to work for an additional 4 days (for a total of 7 days without symptoms) due to the possible risk of continued infectiousness. Persons may return to work after this 7-day period however should continue to recognize the risk of infectiousness and self-monitor for symptoms.

We have included this in our company policies.

