

### How RPG Navigates Different Customer Locations Safely

Field service personnel travel between multiple customer locations, where exposure potentials can vary widely. Certain types of customer businesses like medical facilities and R&D labs may present higher exposure potentials than other businesses. Also, cleaning standards may be quite different from one location to the next.

To help safeguard the safety of our partners and customers, we follow these field-service protocols:

1. Stay away from obviously sick people and maintain respiratory etiquette and social distancing.
2. Prescreen customers for possible exposure and high risk.
3. Each morning, onsite technicians must be cleared for on-site work by answering this question: *“Do you have fever (defined as 100.4°F or more), cough, shortness of breath, or are feeling ill?”*

Technicians who cannot answer ‘NO’ to this question will review their answer with their manager and be asked to self-quarantine for 14 days.

4. Limit what you take into customer environment.
5. Limit contact to your specific work area, take the direct route and limit time in the customer’s facility.
6. Between all calls, use good judgement: disinfect tools, all external surfaces of bags, cases, boxes, and other items that may be brought into or out of, a client’s environment using Clorox or Lysol wipes. Do not place equipment into your vehicle, until it has been disinfected. Pay special attention to the bottom of bags and cases.
7. If working with potentially contaminated equipment (i.e. hospitals, health clinics, schools) disinfect the equipment prior to repair with Clorox or Lysol wipes. Ensure that the fluid from the wipe dries thoroughly to give it enough contact time.
8. Pay attention to high touch surfaces (ex. stair rails, elevator buttons, door handles and light switches) and practice caution when using. Disinfect surfaces where you may be working or staging tools/equipment.
9. If working with equipment or components that are too delicate to disinfect or the use of liquids are contraindicated, wear nitrile or latex gloves. Do not reuse gloves between locations and always wash your hands after glove removal.
10. Practice good handwashing, frequently throughout the day. Avoid touching your face.
11. Use hand sanitizing gel as needed. (use gels with >60% alcohol)
12. Notify your manager immediately if you feel you may have been exposed.