

# SERVICE NETWORK NEWS



**GE APPLIANCES**  
*a Haier company*

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## **Dear GE Appliances Customer Care Service Provider:**

As we continue to monitor the spread of COVID-19 around the world, please see below for steps to help your business and your employees. Under OSHA's General Duty Clause, employers must keep employees safe from work related safety and health issues, including COVID-19. The following precautions, using guidance from the CDC, will help to minimize the spread of COVID-19.

### **As an employer:**

- When scheduling or confirming an appointment for a consumer (Service-Power electronic dispatch), please assess whether they have had any contact with COVID-19 with questions such as:
- Do you, anyone in your household, or anyone you have had contact with have any reason to believe you/they might be at risk of the coronavirus?
- Have you or anyone in your household been asked by any public health official or health care provider of any type to have a coronavirus test or to self-isolate?
- Do you or anyone in your household have a fever, cough, respiratory symptoms of any type, achiness, or chills?

### **Inform employees that you are following the global guidance from the CDC and WHO news and are taking reasonable measures to help minimize the spread of COVID-19.**

- Encourage employees to stay home when they are sick. If an employee shows up to work with flu-like symptoms or signs of illness, send them home.
- Allow employees who can work from home to do so.
- Clean! Disinfect all workspaces, especially those frequently touched (e.g., phones, printers, light switches, handles, shared keyboards, equipment, tools, etc.).
- Use hand sanitizer and have it available on the counter/workstations and ensure you have soap and disposable towels in the restrooms.
- Provide hand sanitizer and antiseptic wipes for each of your trucks; if an employee has to purchase it, they should be reimbursed.
- If your company uses shoe covers, immediately switch to disposable shoe covers.

**As an employee (Service Technician):**

- When arriving at the consumer's home, assess whether they have had contact with COVID-19 by asking the following questions:
- Do you, anyone in your household, or anyone you have had contact with have any reason to believe you/they might be at risk of the coronavirus?
- Have you or anyone in your household been asked by any public health official or health care provider of any type to have a coronavirus test or to self-isolate?
- Do you or anyone in your household have a fever, cough, respiratory symptoms of any type, achiness, or chills?
- If you encounter a situation where you do not feel is safe and/or presents a health risk, you do not have to perform the service; if this happens notify your GEA Service Manager who can document the situation. Please see the attached contact information.
- WASH YOUR HANDS; when entering a consumer's home and when leaving. Wash with soap and water for at least 20 seconds. Make sure to get under your nails. If that's not an option, use hand sanitizer.
- Make sure you have a paper towel to open the door when leaving so you don't touch the door handle.
- Do not shake hands with the consumer. The CDC recommends keeping at least 6 feet of distance to avoid potentially contracting or spreading the virus.
- Avoid touching your eyes, nose and/or mouth with unwashed hands.
- Cover your cough or sneeze with a tissue or into the bend in your elbow.
- Use antiseptic wipes to wipe down your briefcase and tool bag after each stop.
- Use an antiseptic wipe to wipe down your cell phone or tablet if placed on a surface in the consumer's home.

As this situation evolves, please continue to assess state and local quarantine policies, as well as federal guidance and CDC best practices to determine what is best for your company.

**Please Stay Safe,**

**Tracey Janey**

**Customer Care Director**

**GE Appliances**