

## OUR AJ DANBOISE

# COMMITMENT

Our mission has always been centered around our commitment to protect the health, safety, and comfort of the families we serve. However, due to the COVID-19 outbreak, we are taking even stronger measures internally and externally to make sure that we deliver upon this commitment. We are instituting a **MANDATORY SAFETY CHECKLIST** that will outline how we work at our offices, in our trucks and in your home. This checklist is now a non-negotiable way of doing business and as the environment surrounding this virus evolves, we will adapt our processes to ensure the safest possible service experience for our team and our customers.

### OUR MANDATORY PRE-VISIT SAFETY CHECKLIST



We will follow the guidelines and safety tips outlined by the Center for Disease Control (CDC) and the World Health Organization (WHO).



We require that work surfaces at our office, all service vehicles being used in the field, and all cell phones used by team members be cleaned and sanitized after each use.



We have closed our building to outside visitors and vendors in an effort to limit unnecessary contact for our internal employees.



We will review all symptoms of COVID-19 with customers before we enter their home. We are requiring customers who have experienced symptoms to reschedule.



We will review all symptoms of COVID-19 with our team. If a team member or member of their family feels sick, or are returning from travels from an area identified as posing a COVID-19 related risk, they will have to stay home.

### OUR MANDATORY IN-HOME SAFETY CHECKLIST



We will wear shoe covers and gloves in homes at all times.



We will use new or clean/sanitized drop cloths in homes.



We will completely sanitize any surface area or piece of equipment handled during the service.



We will be required to focus on frequent hand washing by all members of our team.



All team members have been instructed not to shake hands and to maintain a safe distance.



Our technicians will operate under formalized safety guidelines to protect themselves and others throughout the service experience.



## A MESSAGE FROM OUR OWNERS

As a 4th generation family company, we have always taken a great deal of pride in protecting the comfort, health, and safety of our community. Our slogan, "Always Here To Help" is our way of celebrating that our entire team shares this pride. Please know that we take our duty of being here to serve and protect you VERY SERIOUSLY. We are 100% 'Here to Help' and we are going the extra mile by taking drastic measures to protect the health, safety and comfort of our team, customers and their families. We will get through this together. **If you need us, please do not hesitate to call us at (248) 600-5048 to schedule service.**

*Michael Gendjar* - Michael & Amy Gendjar, CEO AJ Danboise