

# GET YOUR BUSINESS READY TO OPEN

8 Suggested Ways to  
Adjust for Business  
During COVID-19

**EASTMAN**  
Performance Films, LLC



# 1. HAVE YOUR TEAM FOLLOW CDC RECOMMENDATIONS FOR HYGIENE

- Practice social distancing, keeping 6 feet apart
  - Wash or sanitize hands thoroughly and often during the day
  - Use soap and water to wash; scrub for a full 20 seconds
  - Cough or sneeze into a tissue, discard and wash hands
  - Avoid touching eyes, nose or mouth with unwashed hands
- [www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html](http://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html)



# 2. ADJUST ROUTINES FOR A SAFE WORKPLACE DURING COVID-19

- Take temperatures as team members report for work\*
  - Have a plan in place in case someone has a fever
  - Provide appropriate PPE for all employees
  - Stock 30 days' worth of essential cleaning supplies
  - Disinfect frequently touched phones, doorknobs, light switches, etc.
  - Clearly communicate to employees' the new responsibilities
- \*Be aware of privacy laws which may apply to any records you may keep

# 3. CHANGE SHOP OPERATIONS FOR MORE PROTECTION

- Make disinfection easier with portable or rolling supply stations
- Have no more than one installer working in each bay
- Suggest that sick employees stay home, regardless of symptoms
- Offer paid sick leave if you can, even if it's temporary
- Get business interruption insurance in case your shop shuts down
- Consider having dedicated tools for each installer
- Place a trash can near bathroom door and/or install foot opener

# 4. SHOW CUSTOMERS YOU'RE SERIOUS ABOUT SAFETY

- Disinfect pens, door handles, etc. in front of customers
- Tape your floor to indicate a 6' distance from the counter
- If possible, install a plexiglass sneeze guard at the counter
- Make bathrooms "employees only" to limit infection risk
- Replace indoor waiting with a call-upon-arrival procedure
- Clean point of sale units after each use and ask customers not to touch when giving demos

# 5. DEEP CLEAN CUSTOMER CARS AT DROP OFF AND DELIVERY

- Follow product manufacturers' suggested guidelines for wearing PPE during use
  - Use disinfecting wipes on interior and exterior touch points
  - Include steering wheels, arm rests, shifters, buttons, etc.
  - Properly sanitize each car before and after install work
  - Choose products carefully for leather, touch screens and other areas susceptible to damage
  - Use EPA-approved disinfectants
- [www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2](http://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)



*DO WHAT'S  
RIGHT FOR  
YOUR BUSINESS*

The more changes you make, the more you'll reduce risk of your shop being shut down because someone gets sick. Still, it may be impractical for your business to implement some of the procedures suggested. Choose what's best for your state, business and customers as you plan how to handle business through COVID-19.

The average steering wheel is four times dirtier than a public toilet, and now also a health hazard.

## 6. ADJUST CUSTOMER DROP-OFF AND DELIVERY PROCESSES

- Allow customers inside one at a time, by appointment only
- Lock doors and post a sign with instructions to call on arrival
- Meet customers at the door and give them plenty of room to enter
- Keys should remain in the car, and be disinfected before and after install
- Wear a mask, maintain social distance and do not shake hands

The fastest way to catch Coronavirus is to shake hands with an infected person and then touch your face.

## 7. PROVIDE CONTACTLESS CUSTOMER SERVICE WHENEVER POSSIBLE

- Give estimates or ballpark figures by phone or email
- Encourage customers to text or email vehicle photos
- Limit estimate meetings to specialty jobs only
- Handle payment by phone or online services like Paypal
- Book appointments with Google calendar and activate reminder texts

Coronavirus can live on surfaces "for a few hours or up to several days," according to the World Health Organization.

## 8. SHARE INFORMATION ABOUT HOW YOU DO BUSINESS NOW

- Use voicemail, door signs, your website and social media
- Let customers know you're open and what precautions to expect
- Share instructions for appointments and how to get a quote
- Take deposits to hold appointments and reduce no-shows
- Explain how you handle vehicle drop-off and delivery
- Offer product information on your website or via video-conferencing sessions

The potential to spread Coronavirus increases with every new person that walks into your shop.

### WHEN WORKING IN HOMES

- Call ahead to confirm arrival time and health of residents
- If someone in the home is sick, reschedule for a later date
- Show up in mask and gloves, fully sanitized & put booties on
- Review precautions with customers before starting work
- Keep a social distance of at least 6 feet at all times
- Before and after jobs, wipe down the frame of each window with rubbing alcohol mixed with soap and water; also disinfect anything else that has been touched such as door handles
- Follow these procedures each day on a multi-day job
- No payment transactions in person, payments are done via phone or email, if paying by check, leave on counter