



# Our Commitment to You

There is nothing more important than the well-being of our customers and employees, and we want you to feel comfortable working with us. That's why we're updating you on the steps we are taking to prioritize safety.

## How we prepare for safe service:

- **Training on personal protective equipment (PPE).** Crew members are trained on the latest CDC-recommended PPE guidelines.
- **Ensuring our crew can stay home if sick.** The Take Responsibility for Workers and Families Act and other enhanced allowances for paid leave help our employees have the resources they need to stay home if they become ill.
- **Performing mutual wellness checks.** We check in on the health of both our crew and our customers on the day of scheduled service.
- **Asking you to prepare the service area.** We know it's important to limit our crew's contact with surfaces in your home, so we will ask that items are moved away from the areas being painted.

## How we stay safe on the job:

- **Practicing social distancing.** Under normal circumstances, we would like to greet you with a handshake. For now, our crew will keep a distance of 6 feet.
- **Wearing PPE.** Our protective equipment includes masks, safety glasses, clean shoe covers and a fresh pair of disposable gloves.
- **Relying on single-use materials.** We will use one-time-use materials wherever possible, including drop cloths.
- **Limiting unnecessary contact.** We will only go into areas of your home where we are painting. If we need to contact you during the job, we'll text or call while on-site to limit contact.
- **Keeping things clean.** Our crew will be equipped with disinfectants and sanitizers that they will use to wipe surfaces or equipment that they touch, including any shared pens or styluses.

## No-contact Service

You may request no-contact service so that you can remain in a different area from our workers at all times. Along with all other precautions, we will:

- Mail or email service agreements ahead of time.
- Communicate via text or phone call while on-site.
- Mail or email the invoice to you.
- Accommodate touchless transactions by accepting payment via mail or over the phone.

**We're always committed to providing the best customer experience possible. Please don't hesitate to contact us with any questions, concerns or requests for special precautions during your service.**