



Protocol for safe on-site visits

Efficiency Smart is taking steps to respond to the coronavirus outbreak and minimize disruptions to our services. We have adapted programs typically delivered in-person to be delivered remotely when possible.

Programs, trainings, site walkthroughs, verifications and inspections are continuing via video conference or other technology. However, as businesses begin to reopen, we anticipate the need for some in-person site visits with our customers.

Preparing for a site visit

Before a visit can occur, please expect the following procedures to take place.

- An assessment that an in-person site inspection is needed
- Determination of how many Efficiency Smart personnel are needed, we will allow a maximum of 2 staff people per visit
- We will request and review your safety or site visit policy to ensure that we can comply
- We will log all visit details to aid in contact tracing if needed
- We will confirm whether there are known cases of COVID-19 at your facility
- We will ask that you designate a primary contact and an outdoor or low traffic space for the site visit to begin

While we are on site

Efficiency Smart staff will arrive at the site with a face mask, hand sanitizer, and gloves.

Before entering site, our staff will:

- Sanitize hands
- Put on face mask
- Use nitrile gloves if needed

At the site, be advised:

- We cannot shake hands
- We will wear a face mask at all times
- We will maintain 6 feet of distance from others at the site
- We will practice good hygiene while at the site; (sneeze or cough into elbows, not into the air and wash hands as needed)
- All “leave-behind” information will be provided electronically
- We will use DocuSign to get any needed signatures electronically
- We must record names of people that we have contact with at the site

After the visit

At the conclusion of the site visit we will:

- Sanitize hands
- Sanitize all tools and any equipment brought into the site and ready it for the next use
- Dispose of gloves if used
- Log all the names of any other people we interacted with to enable contract tracing
- Send follow up documentation including links or attachments to materials



Our assurance to you, our valued customers

The health and safety of our customers, our employees and the communities that we serve is our primary concern. We are committed to delivering safe service to you during these challenging times.

We are closely monitoring the public health situation and will provide updates as information becomes available. If you have questions, please contact us at **1-877-889-3777** or **info@efficiencysmart.org**.