

TLE Business Policy related to COVID-19 - 3/23/20

Transitions Lift + Elevator (TLE) understands that many of our customers (older individuals with underlying health issues) are exactly the population most at risk from COVID-19, and therefore we have an obligation to be extra diligent to not put our customers in danger. We also understand we provide essential services to support our customers that cannot be simply put on hold until this pandemic has subsided.

We will continue to operate but will follow the below procedures:

- Any of our staff who may have any of the symptoms associated with this virus (such as: fever, cough, shortness of breath) will not be working or in contact with any other member of our team.
- Any of our staff who to their knowledge have come in contact with someone who has, or they believe may have, COVID -19 will similarly not be working or in contact with any other member of our team.
- All our staff will use a hand sanitizer or disinfect prior to entering and again on leaving any customer home or job site.
- All our staff will use a disinfectant on the demo products and tools they typically bring into a customer home or job site.
- Our staff will avoid shaking a customer's hand and will try to maintain social distancing.
- Our staff will try to come into contact with as little in the customer's home or job site as possible and will ask the customer to contact as little as possible of what we bring into the home or job site.
- We will use disinfectant on the surfaces of any equipment we have installed or serviced.
- We also request that any customer tell us if any member of their household or job site have COVID-19 symptoms or has been in contact with someone who has COVID-19.
- We suggest any family with a particularly vulnerable member of their household keep that member away from any visitor to their home (including us) and the other household members wash their hands after any visitor (including us) has left.

Our first objective is the safety of our customers and our own staff but despite the precautions above it is impossible for anyone to guarantee not transmitting this virus. It is ultimately the customers decision if they want visitors to their home during this period. We may update this at any time as the circumstances change.

Limited Contact Process

For those who prefer a limited contact process we are offering a no visit “virtual sales call” and “no family contact” installation process. Please call to discuss these options.

We are happy to help in any way possible.