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## **SIMPTECH COVID-19 VIRUS INTERNAL POLICIES AND PRACTICES**

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**Updated: 3/22/2020**

With the recent COVID-19 Virus situation, the following policies and practices have been implemented at SimpTech Solutions for the safety of our employees and customers. These will apply as long as the COVID-19 Virus is deemed a public health crisis by the Federal and State of Ohio governments.

### **Ohio Stay At Home Order & Effect on SimpTech Solutions**

The [Ohio government "Stay At Home" Order](#) provides certain exemptions for businesses to operate. SimpTech Solutions is considered an essential business based on the following sections: Essentials Infrastructure (Internet, Video, Telecommunication Systems), Critical Trades, Supplies for Essential Business & Operations.

SimpTech Solutions will conduct business during the "Stay At Home" Order as follows:

- Any customer service help requests will be performed remotely by our Basic Help Desk
- All service calls that require Advanced Support technician assistance will be attempted to be remotely resolved.
- Only service calls that involve an internet, networking, video camera surveillance, or security alarm problem will be scheduled for an on-site Advanced Support appointment.
- On-site project installation work will only be done at locations that have less than 5 people present and is an Essential Business and Operation.
- No "Face to Face" sales appointments or showroom visits will be performed during this time.
- General administrative activities will be done using a "Work from Home" model.



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### **Entire Organization**

- Avoid contact with people who are sick.
- Avoid touching eyes, nose, and mouth.
- Stay home if sick, except to get medical care.
- Cover coughs or sneezes with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.
- Wash hands with soap and water for at least 20 seconds.

### **Internal Operations Team:**

- Daily wiping down of remote controls and touchscreens.
- Daily wipe down of all door hardware.
- Daily usage of cleaning agents on commonly used surfaces (for example, doorknobs, workstation tops, keyboards, tablets, conference room table).
- Implementation of a set of questions to ask our customers before sending technicians to their homes.
- Daily cleaning and disinfection of the restroom with Clorox, Lysol.
- Provision of disinfection wipes and hand sanitizer (as supplies permit), otherwise liberal washing of hands and usage of paper towel with Lysol Cleaner
- Admin team work from home model based on personal situation and management alignment



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**Customer Projects & Service Call Delivery Team:**

- Usage of latex hand gloves on job sites and service call. Disposals of gloves after use on a site.
- Usage of disinfecting wipes and hand sanitizer by all technicians in the field.
- A “no handshake” rule for our customers and staff.
- All communication to be conducted at a 6 foot distance between our technician and our customer.
- Daily cleaning of laptop and mouse with Lysol and paper towel.
- Daily cleaning of hand tools with Lysol and paper towel.