

Lowell's COVID-19 Emergency Operations Plan v2

This plan is effective March 16th 2020, and will be frequently revised and updated as needed. Revised March 18th 2020.

The coronavirus pandemic presents a chaotic and uncertain environment for our business. The deadly virus can be transmitted from people who appear healthy and studies show it can remain active on surfaces for hours. Currently, coronavirus infection is growing in Kentucky and in the nation at an exponential 33%-per-day rate, which tracks exactly with early rates in other countries (China, Italy, France, and Spain) where it has killed thousands and suddenly overwhelmed healthcare systems. This is a serious challenge for our business and for our community.

Many governments throughout the country (where the virus has more time to spread) are considering further lockdowns on public spaces, including businesses like ours. The rapid growth of the virus may force Lowell's to suddenly suspend operations.

While we want to provide for our livelihood, we **must** protect the life and health of ourselves, our loved ones, our coworkers, and our customers. **This emergency plan attempts to allow Lowell's to continue to operate while keeping us and our community safe.** Successful continuation of our business will require every employee to follow these protocols.

General Principles and Practices

- COVID-19 symptoms include fever, dry cough, and sometimes aches, fatigue, or sore throat. If experiencing these symptoms (or symptoms of any illness), **DO NOT COME IN TO WORK AND DO NOT REMAIN AT WORK.**
- Minimize exposure to / interactions with one another and with others.
- Wash / sanitize your hands before and after every interaction (customer, coworker, vendor).
- Muffle sneezes and coughs with sleeve / elbow or with tissue. Wash or sanitize hands after using a tissue.
- For purposes of personal hygiene, conduct yourself as if **every person and every touchable surface** is infected, including:
 - Customers
 - Coworkers
 - Cars (keys, interior/exterior door handles, steering wheels, seats, shifter, and light / radio / cruise / touch controls)
 - Door handles
 - Work surfaces / counters
 - Computer equipment (keyboards, mice, screens, etc.)
 - Automotive tools and equipment
 - Shop scan tool
 - Coffee pots
 - Soda machine and water dispenser
- Conduct yourself as if **you** are infected and could infect / harm someone else.
- Disinfect potentially infected surfaces.
- Place barriers between you and potentially infected surfaces / objects.

Handwashing Protocols

Frequent handwashing is vital to preventing germ transmission from person to person.

Until further notice, handwashing is **mandatory** 1. after using the restroom, 2. before or after touching your face, 3. after sneezing / coughing into or onto your hands, 4. before or after touching another person

or their possessions (keys, phones, etc.). This is for your protection, the protection of your coworkers, and the protection of our customers.

In order to minimize germ transmission, here is the required handwashing routine:

1. Prepare a length of paper towel from the dispenser (preferably with sleeve / forearm).
2. Turn on water, wash hands with soap and water for at least 20 seconds, and rinse.
3. Tear off paper towel to dry hands.
4. Using damp paper towel as a barrier, turn off the faucet, open the door (if closed), flush toilet (if used) and throw paper towel into wastebasket.

At a later time, we may implement further precautions around restroom usage, including wipe-downs (using disinfecting wipes) of door handles (interior and exterior), faucet handles, dispenser, and toilet, as well as of toilet seat.

Customer Protocols

Until further notice, we will:

1. **Close the lobby to waiting** customers. We will remove seats and tables from our waiting area. Depending on availability, we may offer sanitized loaner vehicles as alternative places for customers to wait.
2. **Suspend shuttle service.**
3. **Remove the public-use computer.**
4. **Only one employee should wait on customers at a time.**
5. **Sanitize hands** when approaching customer counter. (Or, put on a fresh **pair of gloves**).
6. **Sanitize keys** with disinfecting wipes after customer leaves. Try to minimize the number of keys and other items on keychain (fewer surfaces for germs).
7. **No-touch checkouts.** Move credit card scanner to counter & plug in (to prevent reset). Let customer plug credit card into scanner. Do not have customer interact with iPad.
8. **Sanitize lobby.** Each time a customer leaves lobby, sanitize counter, iPad, and card scanner with disinfecting wipes. If customer uses soda machine, water dispenser, or restroom, we need to wipe down touchable surfaces in those areas as well.
9. Implement **in-lot drop-off and pick-up:** If a customer does not wish to come inside the lobby, they can call us and we will meet them in the parking lot to collect their key, or they may leave their key in the car for us to sanitize.

At a later time, we may further restrict customer interactions by closing the lobby entirely, and exclusively using in-lot drop offs.

Vehicle Protocols

We must treat each vehicle as a potential carrier of disease. Until further notice, we will:

1. **Wear gloves.** Wearing a fresh pair of gloves is **mandatory** while working with a vehicle. This is for your own protection as well as the protection of anyone who comes after you. Use new gloves as old ones become soiled.
2. **Vehicle entry.** Take a disinfecting wipe for each vehicle. The technician will wipe down the keys, the outer and inner door handle and inner door panel (for front driver and passenger doors, as well as any other doors requiring access), steering wheel, driver and passenger seats (unless cloth), all controls and touchscreens, and glove box handle. The technician will wipe down other touchpoints and use additional wipes as needed.
3. **Vehicle exit.** When leaving a vehicle for customer, repeat vehicle entry disinfecting procedure.
4. **Dispose of gloves** after exiting vehicle.

5. **Wash hands** after disposing of gloves.
6. **Additional technicians.** If an additional technician works on interior of vehicle, repeat vehicle entry procedure as appropriate.
7. **Loaner vehicles.** Use vehicle entry procedure after customers / other coworkers have been in vehicle.

Workplace Protocols

To the extent possible, we must try to stay in our individual work areas and minimize frequent and/or close interactions with each other. Until further notice, we will:

1. **Doors.** Even if wearing gloves, try to put an additional disposable layer (like a paper towel) between your hand and the door handle. After using a door, consider wiping inner and outer handle with a disinfecting wipe.
2. **Avoid each other's work areas.** Avoid face-to-face communication – use text, telephone, photos, or video to substitute for direct communication when possible. In cases (like service order or parts hand-offs) where work area overlap is unavoidable, the amount and duration of contact should be very limited.
3. In face-to-face work / communication, maintain a **personal distance of about 6 feet or more.**
4. **Common tools and equipment.** Wipe down all equipment or tool touchpoints with a disinfecting wipe when using after another employee (or if unsure about last user).
5. **Workstations.** If using a computer / device after another employee (or if unsure about last user), wipe down keyboard, mouse, stapler, and / or touchscreen with a disinfecting wipe.

At a later time, we may implement additional precautions to ensure work areas are compartmentalized. This may include measures to ensure that only one employee is working in a building at a time (moving Bryan to main building, staggering work schedules so that only 3 employees work at a time (1 employee per building 'zone', assigning individual restrooms, assigning entry / exit doors, reserving time for comprehensive disinfecting before and after shift, etc.).

Vendor / Parts Handling Protocols

Parts and deliveries are another vector for disease transmission. We must treat vendors and parts packaging as potentially infected. Until further notice, we will:

1. **Doors.** After deliveries from vendors, wipe down inner and outer door handles of affected door with disinfecting wipe.
2. **Avoid direct contact with vendors.** Try not to directly handle vendor possessions (pens, tablets, etc.) or parts boxes from vendors. If circumstances require such handling, wash hands immediately afterward. Avoid prolonged contact / discussion with vendors, and maintain personal space with them.
3. **Parts hand-offs.** When delivering parts to technicians, customer service employees should try to open parts packaging for technicians while avoiding contact with part inside (when possible). Technician should remove part and dispose of packaging while avoiding contact with packaging exterior.

At a later time, we may implement additional precautions, including locking exterior doors, requesting that vendors drop deliveries outside door, and/or requesting that they suspend signing practices (in order to prevent vendor entry into shop and to minimize contact with them). We may also implement procedures to hand off parts in-lot (to avoid entry into one another's work areas).