



**HARVEY**  
WINDOWS + DOORS

## Harvey Field Service Update – COVID-19

Beginning Monday June 8<sup>th</sup>, Harvey Field Service Operations will resume services to occupied homes. As always, the safety of our Harvey associates, customers and vendors continues to be a top priority for our organization. As we begin to resume normal field service operations precautionary steps will be taken due to the continuous evolution of the virus itself. These are some of the protocols, guidelines and PPE measures employees will follow:

- Technicians will continue to conduct daily check-ins
- Masks will be worn at all times
- Gloves will be worn at all times
- Hands will be washed/cleaned before and after each household or job
- Tools and the inside of vehicles will be cleaned and disinfected after each use
- Social Distancing will be practiced at all times
- Call scripts have been created to determine if a jobsite or customer poses a COVID risk

Our service organization is ready to get back to offering our full service and face the new challenges in front of us. We understand our value to the organization and see our work as an extension of the great work and effort performed every day in our first class continuously improving production facilities, with our dedicated employees, ready to deliver you a quality product and outstanding experience. We will face some initial hurdles as begin to gear up to full throttle. Our plan is to continue to provide first class and efficient technical services in a timely manner.

Thank you,

The Harvey Field Service Team