

BIG CITY ELECTRIC, INC.

RESIDENTIAL • COMMERCIAL • SERVICE • LICENSED • BONDED • INSURED

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April 27, 2020

Big City Electric's Safe Practice Action Plan in Response to Covid-19

We value and respect your and our good health. Our Technicians will happy to accommodate any special requests for the measures you are taking in your home or business. Let us know your expectations so that we can serve you safely and with confidence.

March 16, 2020

We are adjusting how we do business and communicate with customers. Our Safe Practices as directed by Health, Government, and industry recommendations as follows:

1. Social Distancing.
 - a. We are scheduling our staggering start times for our staff.
 - b. We are keeping 6 feet distance between ourselves and customers.
 - c. We are asking customers to isolate their pets.
 - i. It is challenging to show pets the attention they deserve and maintain Safe Practices.
 - d. Management working from home or only one person in the office at a time.
2. Safe Practices.
 - a. We are taking the temperatures of our entire staff daily and logging the results.
 - b. Wearing masks.
 - c. We have supplied each employee their own hand towels and soap.
 - d. We are asking customers to have a location ready for us before arrival to wash our hands.
 - i. Suggestions for wash area.
 1. Utility hand sink
 2. Half bath.
 3. Other.
 - e. We are washing hands upon arrival and a minimum of once an hour.
 - f. Continuing to wear foot covers.
 - g. Wearing gloves when applicable.
 - h. Cleaning all vehicle and work surfaces daily.
 - i. Cleaning all power and hand tools daily.
 - j. We are asking customers if there are any additional steps that would make them more comfortable and or expected and then following the customers request as long as it does not compromise Safe Practices.
 - k. All office surfaces will be cleaned daily.

Sincerely,
David Weber
President, BCE
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