

3-21-2020      Marrone Lawn Sprinklers Covid - 19 Protocols

To our valued customers,

Marrone Lawn Sprinklers will be functioning in accordance with every State of NJ mandate in terms of conducting business until the Covid-19/ Corona virus outbreak is under control. As of right now the State of NJ has not shut down our ability to conduct business.

HOWEVER.... Due to the Covid-19 outbreak we as a company and a family, will be enforcing the State of NJ mandated measures, and extra precautionary measures to ensure the safety of our staff (and their families), and our customers.

If you book an appointment, and subsequently, you or any of your family members are showing signs of illness, please call or email to discretely cancel your appointment. Our office will not be asking for a reason for cancellation.

#### SOCIAL DISTANCING

For the health and well being of of customers and our staff, We have informed our technicians they are NOT permitted to enter our customers home until the the Covid-19 Outbreak is under control.

Services that do not require entry of the customers home, such as homes with a crawl space, or all equipment (timers, well, and valves) are outside (or in a garage with overhead door open upon arrival) will be scheduled TENTATIVELY starting April 6.

If you have a basement, and are able to turn the water valve on yourself, and our techs can work completely outside or set timer in the garage (with overhead door open upon arrival), will also be scheduled TENTATIVELY starting April 6.

We ask that during this time of social distancing that we have as little face to face contact with our customers as possible.

## **Marrone employee Covid-19 Guidelines—**

**\*\*\*\* These Guidelines have been put in place to ensure the well being of both our customers and our staff\*\*\*\***

- IMPORTANT— On the day of your appointment.... Phone calls will be made from our techs to the homeowners, to let them know they are on their way. This would be an appropriate time for the homeowners to cancel last minute if there is a sick person in your household. The techs will be asking about any specific concerns you have about your sprinkler's operation, and asking to have the garage open upon arrival. AGAIN we are avoiding ALL face to face contact with our customers. If the phone call is not answered, the tech will move on to their next service call. The tech is not to show up at any customer's property without speaking to a homeowner first.
- The phone call will not be required if our office notates a "can do without" status... If the homeowners informs our office upon initial scheduling that they do NOT need to be home and will NOT be home for service.
- Our techs will be wearing gloves, and are not go within 10 feet of any customers.
- There will be one employee per truck.
- Many of our customers have external timers or garage timers. If this is the case there is no need for interaction with our techs.
- If possible, we are asking customers with main shut off in their basement to turn the water valve on to the system, so our techs do NOT need to enter your house.
- If at any time our customers or on site technicians, feel any of these regulations have been violated, the customer or employee reserve the right to immediately end the service call, and interaction with the each other.
- We will be spacing out appointments so our techs have time to properly sanitizes themselves, and their trucks after each visit to a customers home.

We ask all of of customers to promptly call our office if any of the aforementioned guidelines are not followed by our staff.

We ask for your understanding and patience while we navigate the uncharted territory of continuing to provide excellent customer service during a global health crisis.

Thank you,

The Marrone Family, and Staff