



# COVID-19 PROTOCOL

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Our business is currently open and we're taking additional precautions to ensure that we operate in a manner that is upholding appropriate safety standards. The health & safety of our employees and clients is our utmost priority. We thank everyone for their cooperation in keeping our community healthy.



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[betterwaylighting.com](http://betterwaylighting.com) | 778.772.3295

## WHAT WE'RE DOING TO KEEP OUR EMPLOYEES AND CUSTOMERS SAFE:

We will be monitoring staff, clients, and visitors with health wellness checks prior to entering our facility.

Frequent and thorough hand washing will be required amongst employees and encouraged for visitors.

In addition, we will be increasing the frequency of sanitizing in high traffic and shared areas, workspaces, and tools. The sharing of work stations will be limited and used primarily by its designated user.

Floor markers have been added to guide high traffic areas.

Hand sanitizer and PPE will be available to staff and visitors who are unable to provide their own.

## WHAT TO EXPECT WHEN VISITING OUR FACILITY:

Prior to visitation, visitors will be required to complete a health declaration - all information will remain confidential.

Upon arrival, visitors will undergo a contactless temperature check and must then follow a sign-in procedure.

Those who test above normal temperature ( $> 37.8^{\circ} \text{C} / >100^{\circ} \text{F}$ ) will be asked to leave the premises in a safe and discrete manner and recommended to seek appropriate medical attention.

PPE (masks and gloves) should be provided by the production. However, Better Way Lighting will supply clients and visitors with disposable PPE if they are otherwise unavailable to them.

## RENTALS, PICKUPS, & RETURNS:

Clients are encouraged to place their orders through email or via phone.

Pick-ups and returns must be scheduled at least one hour prior to allow the operations team to have outbound packages sanitized and ready for pickup and designated quarantine areas available for returns.

Unscheduled transactions will be accommodated at the operation's discretion and may be refused if necessary.

Better Way Lighting will quarantine all incoming/outgoing gear for a 72 hour quarantine period where possible and disinfect equipment as needed. Employees will wear gloves when facilitating returned incoming/outgoing equipment.

Equipment will be isolated and dated after testing to ensure that the equipment will not be touched for a safe amount of time and is virus free.

Better Way Lighting will also support "curbside" transactions, allowing client drivers to remain in their vehicles while our staff load/offload gear and present the contract at the vehicle window.

We thank everyone in advance for adhering to  
our return-to-work safety measures.



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