



## **Best Practices for Appliance Replacement Programs Beginning June 2020**

Due to the COVID-19 pandemic, ARCA Recycling, Inc. (ARCA) has developed enhanced best practices for the way we conduct business. Out of an abundance of caution for our customers, appliance delivery teams, and internal ARCA staff, we are implementing the following requirements to help minimize the risk of exposure for everyone involved in appliance replacement programs.

### **Scheduling Appliance Delivery**

When a customer calls to enroll in an appliance replacement program or ARCA's call center agent contacts the customer to schedule a delivery date, the agent follows standard procedures and provides the following additional information related to social distancing and minimal contact procedures:

1. To prevent ARCA's team from making unnecessary contact with any items in the customer's home, the customer is requested to remove all extraneous items from the area in which the replacement will occur prior to the team's arrival.
2. The customer is asked to maintain physical distancing of at least 6 feet from ARCA's team on the day of appliance replacement.
3. ARCA's team will wear PPE (Personal Protective Equipment), including N95/KN95 masks, safety glasses or face shields, and disposable gloves.

The agent will also ask the customer:

1. Do you or anyone in your home have COVID-19?
2. Within the past 14 days, have you or anyone in your home experienced any COVID-19-related symptoms, such as fever, cough, shortness of breath, or loss of taste/smell?
3. Have you or anyone in your home been exposed to anyone with COVID-19 or COVID-19-related symptoms? (Exposure means close contact [less than 6 feet] for a prolonged period of time [i.e., approximately 10 minutes or more] or direct contact [e.g., coughed on] with an individual who has been confirmed to have COVID-19 or someone who has COVID-19-related symptoms.)

If the caller answers yes to any of these questions, ARCA will reschedule the appointment for at least 21 days in the future.

The customer will be reminded of ARCA's precautionary steps and will be asked the questions related to COVID-19 in the confirmation call the day before the appointment. Again, if the caller answers yes to any of these questions, ARCA will reschedule the appointment for at least 21 days in the future.



## **Appliance Delivery Procedures**

ARCA's delivery personnel will adhere to the following general health and safety procedures:

1. ARCA's team is required to wear PPE, including N95/KN95 masks, safety glasses or face shields, and disposable gloves (new pair for every appointment). The team will wear masks while inside the cab of the truck and will keep windows open, if possible, to provide ventilation.
2. Tools used for installing appliances will be disinfected at the end of each workday.
3. The interior of the truck cab will be cleaned with disinfectant daily, with particular attention paid to steering wheels, door handles, knobs and seats.

For delivery and installation of appliances, ARCA's teams will employ the following procedures in addition to ARCA's standard procedures for replacement programs:

1. The team will make best efforts to reach the customer with a 20-minute call ahead to inform the customer of the team's arrival time and request the following information:
  - a. If anyone at the home has COVID-19, is experiencing symptoms of COVID-19, or has been exposed to COVID-19. If so, ARCA will ask to reschedule the appointment for at least 21 days in the future.
  - b. Location of the appliance being replaced.
  - c. Which entry to the home the team should use.
  - d. If the appliance to be replaced is plugged in.
  - e. If there a clear, safe path to remove the old unit and install the new one.

The team will also advise the customer to remain at a safe distance of at least 6 feet from ARCA's personnel during the removal and replacement process.

2. Upon arrival, ARCA's driver will park the truck in the street, safely away from the customer's residence.
3. When approaching the home, the team will always remain at least 6 feet apart from each other and follow social distancing guidelines.
4. The team will approach the home at the entry provided by the customer during the call-ahead. After ringing the doorbell or knocking on the door, the team will step back 6 feet. When greeting the customer, one of the team members will explain precautions being taken during the appointment to protect the customer and the team.
5. Once inside the home, the team will always maintain social distancing guidelines by remaining at least 6 feet away from the customer and will set cones in place to mark their work area. While in the home, the team will touch as few surfaces as possible.



6. After one team member has determined that the appliance being replaced meets all program requirements, the team will remove the appliance from the home and set it outside in a well-ventilated area.
7. The team will remove all packaging from the new appliance prior to bringing the unit into the residence to avoid bringing extra materials into the home.
8. The team will install the new appliance while ensuring the customer remains 6 feet outside of the work area.
9. Once the appliance has been installed, one team member will set the clipboard with program paperwork on a hard surface that can be disinfected and move at least 6 feet back. The customer will then sign the release form using his or her own pen. The team member will retrieve the clipboard and paperwork after the customer returns it to the original spot.
10. The team member will thank the customer, placing any client leave-behind items such as the manufacturers' warranty materials on the same surface on which the clipboard was set.
11. Before leaving the residence, one team member will disinfect the surface of the new appliance with a CDC-approved disinfectant.
12. Once outside the home, one team member will spray the outside surfaces of the removed appliance with a CDC-approved disinfectant.
13. After the replaced appliance has been loaded onto the truck, both team members will dispose of their gloves in an approved trash receptacle located in the back of the truck before entering the seating area of the cab.
14. Once inside the seating area of the truck, both team members will use hand sanitizer to disinfect their hands.

ARCA management and transportation team supervisors will monitor compliance with these procedures through routine audits of each collection team.

*\*\*\*If at any time the delivery team believes the health and safety of a customer or ARCA personnel could be compromised (e.g., a customer will not maintain social distancing after being reminded to do so), the team will stop the process and reschedule the customer for a later date.\*\*\**



## Best Practices for Appliance Replacement Programs Acknowledgement Form

I am an employee or subcontractor of ARCA Recycling, Inc. I acknowledge that:

1. I have read and I understand ARCA's Best Practices for Appliance Replacement Programs.
2. I have asked or will ask questions about any requirement I do not understand.
3. I will follow all requirements in this document while performing any work on behalf of ARCA Recycling, Inc. and its clients.

### For Individual:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Company

\_\_\_\_\_  
Date

### For ARCA:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

ARCA Recycling, Inc.

\_\_\_\_\_  
Company

\_\_\_\_\_  
Date