



## **A&E Equipment Rentals, Inc. Response to COVID-19 (Coronavirus)**

As this pandemic has reached and affected every facet of our daily lives, we are reminded how fragile and contagious this virus can spread and its effect on our communities with the people we conduct business with. As our business is open to service and supply our customers during this pandemic, we are sincerely committed in fighting and containing this virus with the exercising of appropriate social distance measures set forth by Mayor Caldwell on 03/22/2020.

We are integrating these measures into our workplace with the following policies when our staff interacts with our customers, vendors, and other employees.

1. We have taken measures to work remotely as much as possible.
2. All employees have increased their distances of at least 6' from each other's working space. This applies to our administrative and shop personnel.
3. Placed signage and reminders to constantly wash their hands for at least 20 seconds as instructed by the CDC.
4. All switches, controls, seats, and any surfaces where the customer may contact are disinfected before being delivered.
5. All shop personnel are instructed to wear gloves at all times when handling equipment, tools, and parts.
6. All rental contracts will only be administered via email for electronic signature by our customers.
7. All touchpads to acknowledge receipt of equipment from the customer are disinfected in the presence of the recipient prior to signing with the applicable 6' social distance guidelines.
8. Familiarization of equipment upon delivery is performed at least 6' from the recipient.
9. Customers and vendors are encouraged to conduct business via phone and email versus walking into the office. Everyone, particularly those at high risk under the CDC guidelines that would like an appointment may contact us to set up a phone or other remote meetings. If not feasible, we will arrange an in-person meeting at a reasonable time by using recommended social distancing protocols. Special arrangements and accommodations can be made if you need to come to our office for any services. Customers and field representatives need to call in advance and set up any appointments if in-person business needs to be conducted.
10. Our staff is required to contact all customers in advance to set up any appointments at their place of business and exercise safe distance protocols.
11. All hands-on training is currently suspended until the coronavirus spread has stabilized per our local and state government.
12. All corporate travel has been suspended until the coronavirus spread has stabilized per our local and state government.

Despite these inconveniences, we are confident that we will combat this virus with these guidelines along with everyone's cooperation. We appreciate your commitment and your trust in our ability to service and to care for the safety and health of your business.

**Mahalo**