

Anonymous ISG Member

What kinds of communication - to your customers, employees, vendors and lenders – We have sent emails to our customers regarding the steps we have taken in order to continue to provide services for them. Our sales team have been staying in contact with our customers through emails and phone calls. We have also delivered products to their residence while they are working from home. Our sales team helps with these deliveries, as necessary.

What Procedural changes – handling product, work environment, facemasks, practice safe hygiene and distancing, what specifics etc... We have new procedures for all our employees when they arrive at our offices. This includes documented temperature checks for every employee on site. We provide masks as requested, hand sanitizer and wipes for every department. We are also disinfecting work areas more frequently.

What Operation changes – special delivery to home and/or arranged pickup, expectations, work environment for staff. We have invested in technology that allows our employees to work from home. We have our delivery personnel arriving in the mornings, loading their vehicles and making deliveries then going home. Drivers can drive the company vehicles home, reducing the amount of exposure. We have also made exceptions for signatures during this time for customers that have requested touchless deliveries.

What Sales Changes have you made – video conf calls, sales rep's responsibilities etc. – Our sales team have utilized ZOOM for meetings and updates. They are responsible for any type of special deliveries requested that our normal delivery personnel are not able to provide.