

Goode Technology Group

Goodeco Covid-19 Response

Goodeco is considered an essential business and we intend to maintain operations to ensure you get the support your company requires. However, the on-site services we provide have our consultants working closely with your on-site personnel. We are also required to work on computers and routinely touch surfaces which have been used and generally not sterilized by the individuals working at those locations. This puts us in a position to potentially be exposed should any of the previous users be infected with the Covid-19 virus. Therefore, we have modified how we approach onsite visits in order to do everything we can to keep you, our clients, and our employees as safe as possible.

Thank you in advance for your understanding. Together, we will manage through this difficult and hopefully temporary situation and get back to business as usual. In the meantime, we will continue to communicate as events change.

Please be assured our professionals are available via email, phone, online meetings and can even arrange video conferencing to continue to serve you.

New Drop-Off Protocols:

- The drop-off and pickup of equipment are accepted at this time with safety measures in place to sanitize all incoming and outgoing equipment.
- When you bring a system to our office, we are requiring masks to be worn by guests, even if you are just dropping something off.
- Please spend a few minutes and wipe the computer down before bringing it in to us.
- We would be happy to meet you outside to receive your equipment. Please call our main number (713.524.5151) and have the person answering the phone contact us, to meet you outside.

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On-site / field visits:

- **Our professionals are available via email, phone, online meetings and can even arrange video conferencing to continue to serve you.**
- We will explore every possibility of handling on-site visit requests remotely before resorting to an onsite visit.
- We will support your work-from-home staff as if they are in your office. You can safely assume that end user support at home will be covered in the same way as if they were working from the office.

New On-site / field visit requirements, protocols, and questionnaire:

- If an onsite visit is required, our dispatch team will require our clients to provide a completed questionnaire and screen to ensure the safety of our engineers and clients.
- No one at the visit site should have had a fever or sick symptoms within the last 72 hours.
- No one at the visit site should be undergoing testing due to a possible infection.
- No one at the visit site should have tested positive or have been in contact with anyone that tested positive for COVID-19 within the last 14 days.
- Engineers must be able to maintain proper social distancing guidelines of 6 feet from anyone else while onsite. This also requires the individuals within 6 feet to be wearing approved facial masks.
- We require that only one individual be within the 6-foot boundary close to our consultant.
- So, if our consultant is working on a system, surrounding individuals must provide a clearance of 6 feet and be wearing a mask. This applies to the individual who operates the system being worked on and adjacent desks and in bull pen areas.
- Should facial masks not be worn, we require a minimum distance of 12 feet between the non-covered individual and our consultant.
- We require that all meetings take place outside of a standard sized office and prefer a more open space of larger conference room.

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- If the system being worked on has been used by an individual within the last 24 hours, you will be asked to wipe down keyboards, mice and any work devices or surfaces they need to access while onsite. If you have sanitizers that can be supplied during onsite visits that would be greatly appreciated.
- If the system being worked on has been used by an individual that has reported being sick within the last 48 hours, we shall refrain from working on the system for 72 hours after the last contact by the individual and the system must be sanitized and wiped down prior to our consultants servicing the system.
- Project work and prescheduled visits will continue as long as the location where the work is being performed meets the same guidelines as outlined above.

Safety of our employees and our clients are our greatest concern. Our professionals have been given the right to leave an on-site location if they feel their health is potentially being compromised and, likewise, you may ask them to leave if you or your employees feel uncomfortable in any way. Our professionals will contact their manager for further instructions on how to safely offer support.

Should you have any questions regarding our policy, please contact your Goodeco Representative or call our main number (713.524.5151) and ask the person answering the phone to direct you to a Goodeco Management Representative to address any questions you might have.

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Please complete and return the following questionnaire prior to scheduling an onsite visit to your location. The questionnaire may be returned to your Goodeco contact via email. The questionnaire will be reviewed, and the next course of action shall be determined. This questionnaire may be required prior to each requested visit.

Yes No

Are your employees required to wear face masks within your office space?

Has the system(s) to be worked on been used by any individual within the last 24 hours?

Has the system(s) to be worked on been used by any individual, where the individual has reported being sick within the last 72 hours?

Within the last 72 hours, has anyone at the visit site reported or left the visit site due to a fever or sick symptoms ?

Is anyone at the visit site undergoing testing due to potential infection or potential exposure to COVID-19?

Has anyone at the visit site tested positive for COVID-19 within the last 14 days?

Based upon your knowledge, has anyone at the visit site been in contact with anyone that tested positive for COVID-19 within the last 14 days?

Additional
Notes:

Company Name: _____

Company Representative: _____

Callback Phone Number: _____

Date Form Completed: _____

Scheduled Visit Date: _____

**** Please notify us if there is any change in your answer status prior to our visit.**