



WQA Checklist
March 2020

As your company responds to the needs of customers during the Coronavirus crisis, please keep in mind the following suggestions from WQA. We recommend that you print out a copy of this checklist and give to employees who remain on the job during the crisis.

- Follow CDC guidance during the crisis
- Make sure employees know to stay home if they do not feel well and see a doctor if necessary
- Encourage as many employees as possible to work from home
- Reach out to customers who expect to hear from you for regular deliveries or maintenance to inform them of the precautions you are taking for any employees scheduled for home visits. Ask them for any additional requests they may have.
- Offer to consult with a customer via phone, Skype or Facetime
- Offer to drop off salt or other supplies outside the home and similarly to pick up water samples for testing
- Offer small bottle packaged water alternatives for bottled water porch drop off service if the customer prefers not to have 3- and 5-gallon jug deliveries into the home and are too heavy to manage.
- Prepare and train all service, sales and delivery crews with proper protocols:
 - Wash hands on a frequent basis throughout the day
 - Use hand sanitizer before and after each call
 - Avoid touching your face
 - Avoid shaking hands with customers
 - Use protective gloves and foot protection
- If the customer is elderly, ask if they are okay or in need of anything
- Update your website to include messaging about the precautions you are taking at your offices and for anyone in the field
- Use social media with suggested messaging from U.S. Chamber of Commerce and/or WQA