

# CINDER CARES COVID-19 GUIDELINES





# INTERACTIONS

## Placing & Picking Up an Order

1. The warehouse will remain closed to walk-ins. As all office staff will remain working remotely until further notice. Please email [rentals@cinderatlanta.com](mailto:rentals@cinderatlanta.com) to start an order.
2. We offer contactless pick ups/drop offs for all situations.
3. Please make your pick up or return on time! Our team will be staggering customer pickups and returns to prevent too many people from being here at once. Times will be scheduled with the office in advance.
4. We'll still need signatures at pick up, but pens will be attached to clipboard instead of handed to customers. And after signing, customers keep the pen. (Any pens returned are disinfected with UV light for 8 minutes)
5. We will be wearing masks and gloves during all interactions with customers.







# Warehouse

## Cleaning House & Staying Healthy

1. We are not requiring anyone to work at Cinder under the circumstances of illness. If an employee were to get Covid-19 their position would remain theirs, and they would be placed on paid leave while they recover, incentivizing sick team members to stay at home.
2. Our team's temperatures are checked at the start of every work day.
3. We've set up a new routine to disinfect all surfaces and commonly touched objects in the warehouse, office, and bathrooms every night.
4. We've made more room in our loading area so customers can load and unload without coming into the building.
5. We've remodeled our warehouse to remove narrow isles between shelves and installed more fans to keep the warehouse air circulating.





# **G&E Trucks**

## **Disinfection Procedure & PPE Addition**

1. All vehicle keys are run through a UV sterilizer before and after a rental
2. All truck packages now carry a pack of 50 disposable face masks. There are no mark ups on masks, and are sold at cost.
3. We have a new truck disinfection process that makes sure each vehicle remains sterile for the safety of your crew.
4. The interior components that are cleaned includes but is not limited to the interior handles, steering wheel, door panels, gear shifter, e-brake, blinker & headlight toggles, and dashboard.
5. The list of exterior components that are cleaned includes but is not limited to all handles, lift gate controls, light switches, carts, and padlocks





## Equipment

## Safe Prep & Return

1. Our safe prep and return process now includes disinfection steps, using a combination of chemical disinfectant sprays, UV sterilizers, and time.
2. Cleaning products will be available to any crews prepping at Cinder in case they prefer to do their own disinfecting.
3. Upon return, all stands are fully extended and laid on the ground where we apply a safe disinfectant to each riser and component. [MediClean® Disinfectant Spray Plus]
4. Non used, warehouse inventory is now constantly cycled through the disinfection process.
5. All equipment control surfaces, handles, yokes, and accessories are opened and sterilized before being re-shelved.





Even though we are adding considerably more labor to our process, we find these new procedures to be absolutely essential. This is the reality of the situation we are all faced with. There will be no extra fees or increase in prices to cover these services. We are happy to do it. Our

processes will be updated as new information is released, continuing our effort to keep our employees and clients safe. If you have any questions or concerns about what we're doing in response to the Coronavirus, you can reach out to your rental agent or to [cares@cinderatlanta.com](mailto:cares@cinderatlanta.com).