

COVID-19

# PANDEMIC PROTOCOLS

Our doors are open to the public; however, we still encourage business to be done remotely when possible by calling 701-284-7221 or 1-800-284-7222, emailing customerservice@polartel.com or visiting our website at www.thinkpolar.com.

We are monitoring reports from the World Health Organization, Centers for Disease Control and Prevention as well as federal, state, and local agencies to align our guidelines with health authority recommendations.

## OFFICE HOURS:

Monday - Friday  
8:00 a.m. - 4:30 p.m.

## 24/7 TROUBLE OR OUTAGE REPORTING

701-284-7127

## 24/7 HELPDESK

1-888-700-7652



WWW.THINKPOLAR.COM

OUR PRIORITY IS TO  
KEEP YOU CONNECTED!

**Polar is committed to ensuring the health and safety of its employees and contractors, as well as the health and safety of the general public and communities near our projects. All personnel are required to follow these measures to reduce the potential for community transmission of COVID-19**

## ENTERING HOMES AND BUSINESSES

- Business: Follow state and local business guidelines requiring the wearing of masks while in their establishments.
- Residential: Employees should ask customers before entering homes if they prefer us to enter with PPE in place.
- All Business or Residential trouble or installation will be attempted remotely in cases where possible. If trouble or install cannot be completed remotely, an appointment will be made for a technician to work on-site.

## CLEANING

- Customer will be responsible to disinfect personal equipment such as keyboards mouse, TV etc. If technician needs to touch or give technician permission to wipe down
- Technicians will sanitize hand tools and equipment with disinfectants before and after use
- Technicians will utilize hand sanitizer before and after work is completed at customer location and wash hands on a regular basis
- Technician will utilize disinfectant wipes to sanitize any Polar equipment or leased equipment before touching

## SEPARATION/ SOCIAL DISTANCING

- Maximize social distancing during work activities
- Don't double up personnel if a task can be safely completed by a single employee

**Practice social distancing during all work activities:**

- Accommodations must be made to have no unnecessary people around the technician while working, and maintain 6ft social distancing. In the event the 6-foot rule cannot be followed we recommend the customer wear PPE around our technician
- Avoid personal contact (e.g., handshakes)
- Adjust work planning to maximize social distancing between employees, teams and site personnel
- For activities and tasks where social distancing cannot be safely maintained between employees, conduct assessment and work with supervisor to implement proper hazard controls
- Employees should not congregate in close-proximity areas such as trailers, smoking areas, etc.
- Employees should maintain social distancing during breaks avoiding large groups



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