



# COVID-19 RESPONSE

Informational Bulletin no.040220

## On Site Field Inspection Protocols

As we continue to adapt our business in response to COVID-19, we want to share an update on our ongoing actions that will help ensure the continued operations of Enservio's on-site inventory services. Enservio will be adapting our field inspection procedures according to CDC guidance to maintain proper safety practices during on-site inspections, both for the safety of our employees and customers. Since field inspections are considered essential services, Enservio will continue to deliver on-site services in restricted access situations.

We will be practicing the following precautions to ensure social distancing guidelines are observed:

- Per Enservio safety standards, our regular practice includes the use of both masks and gloves at all times when conducting an on-site inspection.
- While on-site the Enservio inventory specialist will maintain proper social distancing throughout the inspection process.
- The initial contact interview will be facilitated outside, with the specialist maintaining a distance of at least six feet from the insured.
- If the Enservio inventory specialist is touring the damaged property with the insured, they will follow the insured while maintaining a distance of six feet or more.
- While enhanced safety measures are in place, we will not be performing side by side inventory capture with a PA. The PA can review the list after the capture has taken place.