



PLEASE READ THE FOLLOWING
GUIDELINES BEFORE ENTERING



GUIDELINES

1. DO NOT ENTER BUILDING WITHOUT MASK OR FACIAL COVERING.
2. UPON ENTERING, PLEASE PRINT YOUR NAME AND PHONE NUMBER ON THE CLIP BOARD AND RETURN TO YOUR VEHICLE. WE WILL CALL YOU WHEN IT IS YOUR TURN TO BE SERVICED.
3. THE ONLY PEOPLE ALLOWED TO ENTER THE BUILDING ARE THE PARTIES NECESSARY TO COMPLETE THE TRANSACTION. NO OTHER GUESTS OR PERSONS ALLOWED IN THE BUILDING AT THIS TIME.
4. PLEASE SOCIAL DISTANCE (STAY 6 FT APART) DURING ALL TRANSACTIONS WITH OTHER PARTIES.
5. IF YOU HAVE ANY OF THE OUTLINED COVID-19 SYMPTOMS OR HAVE BEEN IN CONTACT WITH ANYONE WITH THESE SYMPTOMS, PLEASE DO NOT ENTER THE BUILDING.
6. IF YOU DO NOT HAVE ALL OF THE NECESSARY PAPERWORK TO COMPLETE THE TRANSACTION, WE WILL ASK YOU TO RETURN TO YOUR VEHICLE AND UPON RECEIVAL OF PAPERWORK, YOU WILL BE NEXT IN LINE.

FOR YOUR SAFETY & OURS:

- WE WILL BE DISINFECTING ALL WORK STATIONS BETWEEN EACH CUSTOMER. PLEASE BE PATIENT, AS THIS MAY TAKE LONGER THAN NORMAL BETWEEN EACH CUSTOMER.
- PLEASE USE THE SUPPLIED HAND SANITIZER AS NEEDED.
- MASKS ARE AVAILABLE TO PURCHASE (\$2) IF YOU DO NOT HAVE A MASK OR FACIAL COVERING.

THANK YOU FOR FOLLOWING ALL OF THE OUTLINED GUIDELINES. WE APPRECIATE YOUR PATIENCE AND BUSINESS! STAY SAFE & HEALTHY!

EMPLOYEE INSTRUCTIONS

- WHEN REPORTING TO WORK, PLEASE HAVE YOUR COWORKER TAKE YOUR TEMPERATURE & REPORT YOUR TEMPERATURE ON YOUR TIME CARD.
IF YOU HAVE A TEMPERATURE OF 100.4 OR ABOVE, NOTIFY US & LEAVE THE BUILDING IMMEDIATELY!
- HAND SANITIZER IS AVAILABLE FOR USE, PLEASE USE THIS AS WELL AS WASHING YOUR HANDS OFTEN (BETWEEN EACH CUSTOMER, OR AT LEAST HOURLY)!
- IF ANY CUSTOMER OR EMPLOYEE IS VISABLY SICK, PLEASE ASK THEM TO LEAVE THE BUILDING.
- PLEASE SOCIAL DISTANCE (6FT) BETWEEN COWORKERS AND CUSTOMERS
- WEAR A MASK OR FACIAL COVERING/SHIELD (EITHER THE PROVIDED MASKS AND/OR FACIAL SHIELDS OR YOUR OWN) AT ALL TIMES- YOU CANNOT TAKE THIS OFF BETWEEN CUSTOMERS!
- SANITIZE WORK STATION WITH DISINFECTANT CLEANER (COUNTER, PENS, CHAIRS, DOOR HANDLE) AFTER EACH CUSTOMER. THIS HAS TO BE DONE BEFORE CALLING A NEW CUSTOMER TO ENTER THE BUILDING.
- PLEASE DO NOT COME TO WORK IF YOU HAVE ANY OF THE OUTLINED SYMPTOMS OF COVID-19 OR IF YOU HAVE COME IN CONTACT WITH ANY CONFIRMED COVID-19 PATIENTS. NOTIFY US IMMEDIATELY IF YOU HAVE COME IN CONTACT WITH ANY COVID-19 POSITIVE PATIENT!
- STAGGER LEAVING THE OFFICE AT THE END OF THE WORK DAY TO ENSURE SOCIAL DISTANCING.
- LIMIT GATHERING IN LUNCH ROOM- PLEASE MAINTAIN 6FT APART
- PLEASE MAKE SURE ONLY NECESSARY PEOPLE TO COMPLETE A TRANSACTION ARE IN THE BUILDING. THERE IS TO BE NO OTHER GUESTS OR PERSONS IN THE BUILDING FOR THE TRANSACTION.
- PLEASE MAKE SURE TO TAKE A BLACK PERMANENT MARKER WITH YOU EACH TIME YOU GO OVER TO THE CLIP BOARD TO CALL THE NEXT CUSTOMER, AND BLACK OUT THEIR NAME AND PHONE NUMBER-SIMILAR TO WHAT A DOCTORS OFFICE DOES WITH THEIR SIGN IN SHEETS
- BEFORE LEAVING AT CLOSING, MAKE SURE ALL COUNTER TOPS, CHAIRS, PHONES, PENS, DOOR HANDLES, USED SURFACES ARE CLEANED WITH DISINFECTANT.

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- PLEASE FOLLOW THESE INSTRUCTIONS EVERYDAY WITHOUT PUSH BACK UNTIL FURTHER NOTICE. WE CANNOT AFFORD TO MISS ANY MORE WORK, SO PLEASE MAKE EVERY EFFORT TO STAY SAFE AND HEALTHY!

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Thank you for choosing Fazio Tag Service, we sincerely appreciate your business and look forward to helping you. During this unprecedented time in all of our lives, we respectfully ask that you adhere to the following safety procedures:

1. Upon arrival, please text (267) 999-9443 to be added to our digital waiting list. Include your name and nature of your transaction. We will call to let you know when it is your turn. The wait time will be minimal, simply wait inside your car.
2. Only people essential (their signature is required) may come inside for the transaction. Anyone not essential needs to please wait outside.
3. Please bring a pen of your choice.
4. Please wear a mask or facial cover.
5. Please utilize the hand sanitizer upon entry.
6. Please, under no circumstance, bring children inside. No one under 18 will be allowed to enter the building.



Fazio Tag Service

Covid-19 Customer Interaction Procedures

- Each customer must utilize the telephone number provided to be placed on the digital waiting list. If the customer calls the main phone number or is unable to use the text system platform of the digital waiting list, please take their information and place them on the list yourself to maintain the integrity/order of the waiting list.
- If they are not on the list, they may not enter the building.
- When you are ready to help a new customer/start a new transaction, please choose the next person on the list and unlock the door.
- Call the customer on the phone number they provided. Please verify the nature of the transaction and that they are currently in possession of any required items like valid identification, PennDOT products, valid insurance.
- Verify the social distancing requirements they are already in receipt of via the text reply from the waiting list: Only those necessary for the transaction may enter, they must wear a mask/facial covering of the nose/mouth, upon entry they must use the provided hand sanitizer at the door, they must bring a pen in with them, stand on the red X's indicated on the floor in front of your station which are located six feet apart. Please be sure to tell them your station number. Absolutely no additional people may come in, and no children.
- When a customer must sign, ask them to step forward on to the green X at your window. Then step back to their red X. This process maintains the six-foot distance requirement at all times.
- Complete the transaction.
- After the customer departs, lock the door then wash your hands, clean all touched surfaces with the disinfectant and paper towels provided at your workstation. Please use the provided alcohol wipes to clean the pin pad on the credit card terminal and copy machine.
- Disinfect the front door handles, inside and out.
- Wash your hands again.
- Identify the next customer and repeat the above process.
- If anyone enters you feel is exhibiting signs of illness, please ask them to wait outside and notify the supervisor immediately.

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PA AUTO LICENSE BROKERS PROCEDURES FOR THE SAFETY OF CUSTOMERS

CUSTOMER MUST HAVE A MASK IN PLACE. THEY SHOULD ALSO HAVE THEIR OWN PEN AND SANITIZER. ONLY THE NECESSARY PARTIES TO THE TRANSACTION WILL BE ALLOWED INSIDE. NO SPOUSES, FRIENDS, AND NO CHILDREN.

CUSTOMERS WILL BE GREETED AT THE DOOR. IF SPACE IS AVAILABLE, THEY MAY ENTER AND DIRECT THEM AS BELOW. IF SPACE IS NOT AVAILABLE TO MAINTAIN SAFE DISTANCING, HAND THEM ONE OF OUR FORMS THAT WE HAVE THEM FILL OUT PRIOR TO THE TRANSACTION AND ONE OF THE ATTACHED FORMS THAT EXPLAINS WHAT THEY WILL NEED. HAVE THEM SIGN THE SHEET GIVING THEIR NAME, CELL PHONE NUMBER AND TYPE OF TRANSACTION AND TELL THEM TO WAIT IN THEIR VEHICLE AND EXPLAIN WE WILL CALL THEM WHEN IT IS THEIR TURN.

IF SPACE IS AVAILABLE

IF IT IS A ONE PERSON TRANSACTION DIRECT THEM TO THE AVAILABLE CUSTOMER SERVICE REP.

IF IT IS A TITLE TRANSFER, HAVE THE SELLER/S SEAT THEMSELVES IN THE WAITING AREA, OBSERVING THE 6 FT RULE. HAVE THE BUYER/S SEATED WITH A CUSTOMER SERVICE REP. THE REP WILL COLLECT THE NECESSARY DOCUMENTS AND COPY THE INSURANCE AND DL. THEN PROCEED WITH THE TRANSACTION. WHEN THE APPROPRIATE TIME COMES FOR SIGNATURES HAVE THE SELLERS SIGN, CARRYING THE DOCUMENTS TO THEM. THEN HAVE THE BUYERS SIGN OR YOU MAY REVERSE THE PROCEDURE.

IF THEY DO NOT HAVE THEIR OWN SANITIZER, OFFER THEM SOME AND YOU SQUIRT IT ONTO THEIR HAND. THE PERSON ASSIGNED TO GREET ON THAT PARTICULAR DAY WILL SANITIZE THE COUNTER, INSIDE OF THE DOOR BAR AND OUTSIDE DOOR HANDLE AFTER EVERY CUSTOMER LEAVES. IF THE RESTROOM WAS USED, SANITIZE THE DOOR KNOBS AND THE FAUCET. IF THEY USED ONE OF OUR PENS SANITIZE THAT ALSO.

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PA AUTO LICENSE BROKERS PROCEDURES FOR SAFETY OF OUR EMPLOYEES

TEMPERATURES MUST BE TAKEN BEFORE YOUR WORK SHIFT BEGINS.

I HAVE INSTALLED SOLID ACRYLIC SHEETS WHICH EXTEND THE ENTIRE LENGTH OF ALL OUR COUNTERS AND TO A HEIGHT OF THREE FEET ABOVE THE COUNTERS, TO PROTECT EMPLOYEES AND CUSTOMERS.

YOU WILL BE PROVIDED WITH MASKS AND GLOVES. YOU MUST WEAR A MASK. I RECOMMEND YOU USE THE GLOVES AND I HIGHLY RECOMMEND YOU WEAR A BASEBALL CAP. THIS KEEPS YOU FROM TOUCHING HANDS TO YOUR FACE TO CONSTANTLY SWEEP HAIR BACK.

UPON ARRIVAL HAVE YOUR MASK IN PLACE. HAVE YOUR TEMPERATURE TAKEN AND WASH YOUR HANDS FOR 20 SECONDS. YOU WILL PUT YOUR GLOVES ON. SANITIZE YOUR WORKSPACE. AFTER EACH CUSTOMER LEAVES SPRAY A SMALL AMOUNT OF LYSOL ON YOUR GLOVES AND RUB IT UNTIL IT DRIES. IT MUST BE DRY BEFORE WORKING WITH ANY FORMS AS IT WILL AFFECT THE FORMS. DO NOT LEAVE PENS ON THE CUSTOMER SIDE OF THE COUNTER. ALWAYS ASK THEM IF THEY HAVE THEIR OWN PEN. IF THEY DO NOT THEN HAND THEM ONE OF OURS AND COLLECT IT AGAIN WHEN THEY ARE DONE AND SANITIZE IT IMMEDIATELY. THE EMPLOYEE ASSIGNED TO GREET THAT DAY WILL SANITIZE THE CUSTOMER SIDE OF THE COUNTER WHILE THE REP WILL SANITIZE THEIR OWN SIDE OF THE COUNTER, DESK, THEIR WORKSPACE, COPIER AND CREDIT CARD OR TELECHECK MACHINE IF USED.

WHEN YOU BREAK FOR LUNCH AND WHEN YOU LEAVE FOR THE DAY, FOLLOW THIS PROCEDURE. WASH YOUR HANDS WITH THE GLOVES ON FOR 20 SECONDS. DRY THE GLOVES ON YOUR HANDS. REMOVE YOUR GLOVES AND SPRAY THEM BRIEFLY WITH THE LYSOL SO THEY ARE WET. DO NOT DRY BUT LAY THEM LIGHTLY ON A PAPER TOWEL AND LET THEM DRY ON THEIR OWN. GO AND WASH YOUR HANDS AGAIN FOR THE 20 SECONDS. AFTER LUNCH PUT ON A CLEAN PAIR OF GLOVES AND USE THOSE FOR THE AFTERNOON.

MAINTAIN SAFE DISTANCING FROM OTHER EMPLOYEES THROUGHOUT THE DAY.

IF YOU ARE FEELING ILL OR HAVE A FEVER/COUGH, DO NOT COME TO WORK. CALL YOUR DOCTOR. IF YOU HAVE COVID 19 CORONA VIRUS YOU CANNOT REPORT BACK TO WORK UNTIL CLEARED BY A PHYSICIAN. IF YOU KNOW THAT YOU WERE WITH SOMEONE WHO HAS THE VIRUS, YOU MUST SELF QUARANTINE FOR 14 DAYS. IF YOU ARE AT WORK AND START FEELING ILL OR FEVERISH, YOU MUST IMMEDIATELY REPORT THAT TO A SUPERVISOR AND GO HOME.