



Outside Sales Rules of the Road

(Here's What You Can Expect From Us)

While we are all looking forward to getting back to a “normal” business routine, we know that it is going to take time. As we start to get our sales teams back out on the road, we want you to know that we have put protocols in place to help keep our team and yours as safe as possible, and lessen the potential of spreading the COVID-19 virus. Here are the best practices that we have established for our sales people that will be followed until the time comes to change or revise our practices.

Business-Centric:

Pre-Call Contact – We plan on calling you ahead of our visit to ask a few questions. We plan on gaining an understanding of what your expectations are of any visitor into your facility.

Using Technology – Over these last 8 weeks, we have seen the benefit of using technology to stay connected. In the event you are not comfortable with in-person visits, we would like to offer virtual meetings/training using different platforms such as Zoom. We understand that part of the value we bring to your business is to stay up-to-date on market trends and product-specific information. Even though we may not be able to do this in person, we can still stay connected to you and your team.

Adapting to meet your needs – We understand that our normal travel rhythm may have consisted of visiting your location(s) during certain days or certain times. We want you to know we are prepared to be flexible. We can adjust as needed to ensure we are spending the right amount of time on the right day to partner up.

Keeping our eye on the prize together – It is very important to us that we help you rebound as quickly as possible. That means connecting downstream with your customers to help keep them connected to you. Some examples of this may be digital marketing campaigns, direct mail campaigns, hosting virtual trainings with your customers, etc. Please do not hesitate to inquire further about these opportunities. We have a lot of experience with this and have seen tremendous success in accelerating business to help you continue to grow during this challenging time.

Safety-Centric:

Personal protective equipment – We are prepared to take any necessary measures to make you and your employees safe. We will be traveling with masks, gloves, hand sanitizer and sanitizing wipes. We plan on erring on the side of caution regarding every interaction.

Avoiding handshakes – For your safety and ours, we will refrain from handshaking. We will find new ways to greet our customers and look forward to adapting to this new normal.

Social distancing – We plan on maintaining a distance of 6 ft. when possible when interacting with you and your employees. In the event this is not possible, we have masks and any necessary PPE available to accommodate the interaction.

Personal hygiene behaviors – A few additional measures we plan on taking are: covering our mouth and nose with a tissue when we cough or sneeze or use the inside of our elbow. Throw used tissues in the trash immediately. Avoid touching our face, if possible. Ensure that we are washing the clothes that we traveled in before traveling in them again. Washing our hands frequently throughout the day for at least 20 seconds with soap and water.

Phone/Tablets – We will wipe down our phones with a sanitizing wipe or something of the sort frequently.

Notebooks/Note-taking – We will be aware of what we are bringing in with us to a visit to log notes and ensure it is a device that could be wiped down if needed. We will wipe this down with a sanitizing wipe after every visit.

Lunches/Food – We are suspending any customer lunches or entertainment until further notice. If possible, we also plan on packing a lunch or snacks ahead of time to avoid unnecessary interaction with other people preparing food.

Vehicle – We will clean the interior of our vehicles more regularly than before.

Rest-assured that if we or someone we have been in contact with are experiencing any symptoms of COVID19 – we will not travel and plan on staying home.