

# Loudoun Stairs – COVID-19

## Action Plan

We are monitoring the COVID-19 status constantly – Our desire is to provide the best communication we can but please call for the most up to date information as this progresses. Last updated 3/1/2021.

The well being of our customers and team members is of the highest priority for Loudoun Stairs. It is important for all of us to work creatively, smarter and more consciously throughout the pandemic. We would like to highlight how we have elected to ensure the health of everyone involved;

- – Our offices are open to the public. However, in an effort to protect our employees and guests, masks are mandatory for all guests before entering any of our facilities. Our administrative employees are now on a hybrid schedule working from home and in our offices. We have had no changes to our production schedule. Please note, visiting or calling in to our offices will still connect you to a helpful employee.
- – On the production floor we have taken additional efforts to increase sanitation, keep employees distanced, ensure masks are provided, and all individuals coming on site will be screened for symptoms and have their temperature taken before they can enter the plant or their company vehicles for the day.
- – All employees who feel sick or have family members who are sick are asked to stay home until they have a note from their doctor with a release to come back to work.
- – Our showroom is open Monday thru Friday between 8:00 am and 3:00 pm. We are also able to allow viewing of our showroom virtually Monday thru Friday during those same hours. Feel free to call us at (540) 338 – 7400 x110 to schedule an appointment to visit our showroom or to request to participate in our virtual experience.

If you have any concerns regarding orders, site visits, customer service appointments, or production schedules please give our office a call. As we all continue to adapt to the changes we will adjust procedures to keep our customer service experience a positive one. We appreciate all of your patience and understanding through this time.

If you have any questions about COVID-19 visit the [CDC website](#) for more information.