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Dear Valued Customer,

We want to provide an update on how Brainerd General Rental is navigating through the changes in the business environment due to the Coronavirus (COVID-19). As always, our top priority is the health and safety of our associates, customers and vendor partners.

We would like to share the most updated preventive actions we are taking.

For our Service Department:

1. We recommend they wear gloves 100% of the time, either latex or heavy-duty work gloves. While handling equipment, gloves are required 100% of the time.
2. Wipe down all hand tools after each use with a diluted heavy-duty cleaning solution.
3. Use hot pressure washer to wash all equipment.
4. Wipe down all working surfaces every hour with diluted heavy-duty cleaning solution.
5. Wipe down equipment going out on rent and being returned from rent at all touch points with diluted heavy-duty cleaning solution.

For our Front Counter Staff:

1. We recommend they wear gloves 100% of the time, either latex or heavy-duty work gloves. While handling equipment, gloves are required 100% of the time.
2. Wipe down all rental items going out and being returned with diluted heavy-duty cleaning solution.
3. Clean all working surfaces including but not limited to credit card terminals, keyboards, phones, doors, and computer work spaces every hour with diluted heavy-duty cleaning solution.
4. We strongly urge each counter person to use their own work station including phone and computer.

In an effort to limit face-to-face contact we are asking our customers to communicate via email or phone their equipment needs, and we will arrange for outside pick up/drop off or delivery.

We greatly appreciate your patience and willingness to cooperate with us and thank you for your business!

God bless,

Steve Mann

President
Brainerd General Rental