

MAY 11, 2020

A-LINE MESSENGER SERVICE POLICIES, PROCEDURES AND SAFETY  
RECOMMENDATIONS FOR ALL PERSONNEL REGARDING THE COVID 19  
PANDEMIC

FIRST, THANK YOU ALL AT A-LINE MESSENGER SERVICE FOR YOUR DEDICATION AND SPIRIT OF STAYING ON TASK THROUGH THESE TIMES OF UNCERTAINTY, CHANGING DIRECTIVES, AND CONSIDERABLY DANGEROUS RISK JUST COMING TO WORK. WE ARE A TEAM OF FRONT LINERS, KEEPING HEALTHCARE INSTITUTIONS AND UTILITY INFRASTRUCTURE SUPPORTED WITH EMERGENCY SUPPLIES AND LOGISTICAL SUPPORT. THIS IS OUR CRITICAL MISSION.

A-LINE MANAGEMENT WISHES TO EXTEND GRATITUDE FOR YOUR SERVICE TO OUR CUSTOMERS AND THE IMPORTANCE OF OUR MISSION IN KEEPING ESSENTIAL MEDICINE AND MATERIALS MOVING IMMEDIATELY TO WHERE THEY ARE NEEDED. WE ARE IN A MOMENT OF HUMAN HISTORY WHERE YOU CAN TRULY CARRY A SENSE OF HONOR AND PRIDE THAT YOU SERVED OUR REGION, OUR STATE, AND EXAMPLED TO OUR NATION THIS SPIRIT OF DEDICATION.

WE ARE SEEING SOME VERY PROMISING SCIENTIFIC BREAKTHROUGHS THAT GREATLY CHANGE THE DIRECTION OF THIS PANDEMIC. REMDESIVIR IS VERY CLOSE TO APPROVAL FROM THE FDA. THIS PHARMACEUTICAL IS AN ANTIVIRAL MEDICATION WHICH REDUCES THE EFFECTS OF COVID 19. EARLY IN THE SCIENTIFIC GAINS SHOWING PROMISE IS THE OXFORD AND PFIZER STUDIES FOR A VACCINE WHICH COULD GO TO TRIALS IN HUMANS AS EARLY AS JUNE OF THIS YEAR. AS WELL, THERE ARE ANTIBODY THERAPIES BEING TESTED AND ARE SHOWING PROMISE AS A MONO AND ADJUNCT SOLUTIONS TO RELIEVE MODERATE TO SEVERE SYMPTOMS.

THE REALITY. MEANWHILE WE AS FRONT LINERS HAVE A DUTY TO SERVE AND KEEP AS SAFE AS POSSIBLE. WE HAVE BEEN ABLE TO SERVE WITHOUT INFECTION THUS FAR. WE BELIEVE BUT REALLY DO NOT KNOW FOR SURE WHY WE HAVE BEEN THIS FORTUNATE. IT COULD BE THAT WE REALLY GOT IT RIGHT WITH OUR SAFETY PROCEDURES AND YOUR WILLINGNESS TO FOLLOW THEM. WE CAN SAY THIS, OUR PREVENTION MEASURES ARE BETTER THAN NONE. THAT ESTABLISHED, LET US PROCEED TO REITERATE OUR APPRECIATION FOR YOUR COMPLIANCE AND AWESOME EXAMPLE YOU GIVE TO YOUR FAMILY AND OUR COMMUNITY AT LARGE.

THESE SAFETY POLICIES MUST BE READ AND UNDERSTOOD. PLEASE HAVE A DISCUSSION WITH A-LINE MANAGEMENT IF YOU HAVE ANY QUESTIONS ABOUT

THESE POLICIES. POLICIES 1 THROUGH 5 ARE FOR OUR HEALTH AND SAFETY. POLICIES 6 AND 7 ARE HOW WE CONDUCT OURSELVES IN PERFORMING OUR MISSION IN RESIDENTIAL AND COMMERCIAL SETTINGS. POLICY 8 ARE SAFETY REQUIREMENTS FOR A-LINE MESSENGER OFFICE STAFF AND TO ALL VISITORS.

## SAFETY PROCEDURES MANDATORY FOR ALL A-LINE MESSENGER SERVICE PERSONNEL

### 1. WEAR YOUR MASK!

WHEN YOU ARE UNCERTAIN THAT SOCIAL DISTANCING IS NOT GUARANTEED, YOU SHOULD HAVE A FACE AND NOSE COVERING. BE IT CLOTH OR GAUZE FIBER. WHAT MATTERS IS THAT YOU ARE REDUCING THE SPREAD OF MICRO FINE MIST PARTICLES WHEN YOU TALK, LAUGH, BREATH, COUGH OR SNEEZE. CONVERSELY, YOU ARE PROTECTING YOURSELF BY WEARING THE MASK, REDUCING THE RISK OF INHALING SOMEONE ELSE'S MICRO PARTICLES. SO, AS AN EXAMPLE, ALL STORES, ALL BUILDINGS AND CARS OR ANY PUBLIC TRANSPORTATION, BUS, TRAIN, OR PLANE WITH PASSENGERS, YOU MUST WEAR A MASK. IF YOU ARE OUTSIDE, IN THE OPEN AIR, KEEP A MASK WITH YOU, JUST IN CASE YOU ENCOUNTER AN UNSAFE SITUATION. AN EXAMPLE WOULD BE A JOGGER COMING FROM BEHIND YOU AND NOT FOLLOWING SAFETY RULES AND NOT SOCIALLY DISTANCING THEMSELVES FROM YOU. CLEAN YOUR MASK THOROUGHLY WITH SOAP AND WATER OR 70% ISOPROPYL ALCOHOL SOLUTION. BE SURE TO HAVE AT LEAST TWO MASKS TO ENSURE YOU ARE COVERED. DO NOT PUT ON OR REMOVE YOUR MASK WITHOUT SANITIZING YOUR HANDS/GLOVES FIRST. PLACE THE MASK IN THE TRASH RECEPTACLE OR YOUR SINK FOR WASHING IMMEDIATELY IF REUSING. DO NOT LEAVE THE MASK ON COUNTER TOPS WITHOUT SANITIZING THE AREAS YOU POSSIBLY INFECTED WITH A USED MASK. WEARING THE MASK CAN BE UNCOMFORTABLE. BUT CONSIDER WEARING A MASK AS A SHOW OF RESPECT FOR YOUR FELLOW HUMAN LIVES.

## 2. WASH YOUR HANDS OR GLOVES OFTEN

THIS VIRUS IS EASY TO KILL WITH PLAIN SOAP AND WARM WATER, 70% ISOPROPYL ALCOHOL HAND SANITIZER OR RUBBING ALCOHOL SPRAY, HYDROGEN PEROXIDE SPRAY OF 3% SOLUTION. THE VIRUS IS FOUND TO LAST ON HARD SURFACES FOR UP TO 72 HOURS. IN MOST CASES, THE VIRUS CAN LIVE OUTSIDE THE BODY FOR UP TO 24 HOURS IN CLOTHING, PAPER PRODUCTS SUCH AS CARDBOARD, GROCERY AND FAST FOOD BAGS. THE VIRUS IS ON EVERYTHING, PARTICULARLY HIGH TRAFFIC SURFACES, DOORKNOBS, BATHROOMS, DOOR JAMS, ATM'S, GAS PUMPS, COUNTER TOPS, BUS BENCHES, AND STAIR/ESCALATOR/ELEVATOR RAILINGS. THIS MEANS YOU MUST CLEAN YOUR HANDS EVERY CHANCE YOU CAN. PREFERABLY THIS WOULD BE AFTER EVERY ENCOUNTER YOU HAVE WITH ANY OF THE SURFACES MENTIONED. SO! WASH YOUR HANDS WITH SOAP AND WATER BEFORE YOU GLOVE. WASH YOUR GLOVED HANDS REGULARLY. THROW OUT GLOVES IMMEDIATELY INTO A TRASH RECEPTACLE AND WASH YOUR BARE HANDS THOROUGHLY AFTER REMOVING YOUR GLOVES.

## 3. TEMPERATURE CHECK TWICE A DAY MINIMUM

KNOW WHAT YOUR BODY TEMPERATURE IS BEFORE YOU LEAVE YOUR HOME. YOU WILL LIKELY KNOW WHAT YOUR TEMPERATURE IS THROUGHOUT THE DAY. EACH HEALTH CLINIC, HOSPITAL, AND LABORATORY SHOULD BE TEMPERATURE CHECKING YOU. IF THEY ARE NOT TEMPERATURE CHECKING, THEN THAT MEANS YOU ARE ENTERING INTO A HIGH-RISK AREA. CURRENTLY, OUR GROCERY STORES, PHARMACIES, TAKE OUT RESTAURANTS, AND ANY OTHER BUILDINGS (INCLUDING YOUR HOME) IS A HIGH-RISK AREA IF YOU DO NOT FOLLOW THESE TEMPERATURE CHECKING GUIDELINES. WHY???

BECAUSE THIS VIRUS CAN BE VERY MILD. IF YOU HAVE THE VIRUS AND HAVE NO SYMPTOMS, YOU COULD BE A CARRIER. TEMPERATURE CHECKING IS AN ADDED SAFETY MEASURE. TEMPERATURE CHECKING BY ITSELF IS NOT ENOUGH TO KEEP US SAFE. SOCIAL DISTANCING BECOMES AN EVEN MORE VITAL PRACTICE FOR SAFETY. SO! TEMPERATURES BELOW 100.4 F OR 38 C ARE LOWERING THE RISK OF BEING CONTAGIOUS. IF YOU ARE ABOVE THIS TEMPERATURE, RE-CHECK WITHIN 5 TO 10 MINUTES. YOU MIGHT JUST BE OVERHEATED.

TEMPERATURES THAT PERSIST ABOVE THESE ARE A SIGN OF POSSIBLE COVID 19 INFECTION. REPORT THIS TO YOUR DISPATCH SUPERVISOR FOR NEXT STEP PROCEDURE. YOU MUST SELF-QUARANTINE AND SEEK MEDICAL GUIDANCE BY HAVING A TELEPHONE INTERVIEW WITH YOUR MEDICAL PROVIDER. THEY WILL ADVISE YOU ON WHERE YOU NEED TO GO FOR A

COVID-19 TEST. SELF-QUARANTINE MEANS YOU MUST STAY HOME, COOK FOR YOURSELF OR HAVE FOOD DELIVERED TO YOUR DOOR. IF YOU NEED ASSISTANCE WITH THIS, PLEASE LET YOUR DISPATCH SUPERVISOR KNOW AND WE WILL ARRANGE TO GET YOU THE HELP YOU NEED. KEEP YOUR DISTANCE FROM YOUR FAMILY MEMBERS AND HOUSE MATES. YOU WILL NEED TO GET CLEARANCE FROM YOUR DOCTOR AS ALL CLEAR OF THE COVID 19 VIRUS BEFORE YOU CAN RETURN TO WORK. YOUR HEALTHCARE PROVIDERS WILL GUIDE YOU THROUGH THE PROCESS TO GET YOU BACK TO WORK SAFELY. TESTING WILL BE PROVIDED FREE OF CHARGE. BE SURE TO MENTION YOU ARE A DELIVERY PERSON. ALSO, FREE ANTIBODY TESTING IS AVAILABLE. WE STRONGLY RECOMMEND YOU GET TESTED FOR ANTIBODIES OF THE COVID 19 VIRUS TO ENLARGE THE DATA NEEDED TO HELP OUR SCIENTISTS REFINE OUR BEST HEALTH CARE PRACTICES.

#### 4. DISINFECT REGULARLY

CLEANSE AND SPRAY DISINFECTANT ON ALL SURFACES YOU TOUCH AND USE IN YOUR DAILY LIFE. YOU MUST DISINFECT YOUR VEHICLE AFTER YOUR SHIFT TO CREATE THE MAXIMUM EFFECT. THIS MUST INCLUDE DOOR HANDLES INSIDE AND OUT, ALL SEATS, CENTER CONSOLE, DASHBOARD, INTERIOR WINDOWS, STEERING WHEEL, FLOORBOARDS, FOOT PEDALS, GEAR SHIFT, AND GLOVE BOX. LEAVE YOUR HOME TO WORK WITH GLOVES ON FRESHLY WASHED HANDS. DISINFECT YOUR HANDS AND/OR GLOVES AT EVERY LOCATION YOU ENCOUNTER UPON ENTRY AND AT OR JUST BEFORE EXITING. EACH RESTROOM VISIT MUST BE COORDINATED, READY TO ENSURE LIMITED CONTACT WITH DOORS, FAUCETS, TOILET HANDLES, AND SAFETY RAILINGS. SO, IN YOUR COORDINATION EFFORTS, PREPARE YOURSELF WITH 4+ PAPER TOWELS AND AN EXTRA PAIR OF GLOVES JUST IN CASE YOU REQUIRE A CHANGE. USE THE PAPER TOWELS TO OPEN DOORS, USE FAUCETS, AND FLUSH HANDLES. BE SURE YOU WASH YOUR HANDS/GLOVES THOROUGHLY BEFORE AND AFTER USING THE TOILET. THESE EXTRA PRECAUTIONARY MEASURES ARE REQUIRED AT ALL RESTROOM VISITS.

ON CLOTHING, BEGIN WORK WITH A FRESH/CLEAN UNIFORM PANTS/SHORTS AND SHIRT. DISINFECT YOUR ID BADGES AS WELL. AFTER YOUR SHIFT, DO NOT WEAR YOUR SHOES INSIDE YOUR HOME. LEAVE YOUR SHOES AT THE DOORSTEP UNTIL YOU CAN DISINFECT THEM, PARTICULARLY THE SOLES OF YOUR SHOES. WHEN YOU GET HOME, DISROBE YOUR UNIFORM AS SOON AS POSSIBLE. COORDINATE A PLAN TO DISROBE AND SHOWER AS SOON AS POSSIBLE. HAVE A TRASH BAG READY TO SEAL YOUR USED/WORN CLOTHING UNTIL YOU GET TO LAUNDRY THEM. BE SURE TO DISINFECT ALL TOOLS USED FOR WORK. THESE INCLUDE YOUR GLASSES/GOGGLES, TABLET AND CELL

PHONE, COOLERS, CLIP BOARDS, PENS, DOLLY AND STRAPS, AND THE CLEANING DISPENSERS YOU USE TO SANITIZE.

#### 5. SAFETY MEASURES DURING LUNCH AND BREAK TIMES

PLAN YOUR EATING AND DRINKING WITH 6 FEET OF SOCIAL DISTANCING IN MIND. WHILE UNMASKED DURING MEALTIMES, HAVE EXTRA PAPER TOWELS/NAPKINS READY TO USE AS A FACE/NOSE COVERING IF YOU ARE REQUIRED TO SPEAK WITH ANYONE CLOSE TO YOU. AS DRIVERS, CONSIDER STAYING IN YOUR CAR TO BE THE SAFEST PLACE. IN AN OFFICE SETTING, TAKE YOUR LUNCH MEALTIMES AT LEAST 6 FEET AWAY FROM YOUR CO-WORKERS. OUTDOOR DINING WHERE THE TABLES AND CHAIRS ARE USED BY THE PUBLIC ARE CONSIDERED UNSAFE, UNLESS THE AREA IS IN DIRECT SUNLIGHT, OPEN AIR, WITH THE CAPABILITY TO KEEP SOCIAL DISTANCING REQUIREMENTS IN PLACE. THINK THROUGH EACH ACTION OUTSIDE BEFORE YOU PROCEED. THIS REQUIRES YOU TO PLAN AHEAD WITH "WHAT IF" TO PROTECT YOURSELF IN ADVANCE OF YOUR NEXT LUNCH/BREAK TIME.

#### 6. PICKUP, DELIVERY, AND PACKAGE HANDLING REQUIREMENTS

THE POLICY GOING FORWARD IS TO NOT GET SIGNATURES. DO NOT LET ANYONE HANDLE/TOUCH YOUR TABLET/CELL DEVICE. PROOF OF PICKUP AND DELIVERY SERVICE WILL BE BY PICTURES AND ASKING FOR FIRST NAME AND LAST INITIAL AND NUID IF A KAISER EMPLOYEE. YOU MUST TAKE THE TIME TO GET VALIDATION FROM A-LINE DISPATCH PERSONNEL THAT THE INFORMATION NEEDED IS PROPERLY LOGGED INTO OUR SYSTEM DATABASES SUCH AS NAMES, TIMES, PIECE COUNTS AND PICTURES. THE NUID IS THE KAISER EMPLOYEE NUMBER. IF A KAISER EMPLOYEE REFUSES TO VOLUNTEER THEIR NUID, POLITELY EXPLAIN THAT THIS INFORMATION IS REQUIRED AND ASK IF YOU COULD DELIVER TO THEIR SUPERVISOR INSTEAD. IF THERE IS NO SUPERVISOR AVAILABLE, GET YOUR DISPATCHER'S APPROVAL BEFORE YOU LEAVE THE ITEM(S). IN MOST CASES, DISPATCH WILL OKAY THIS. JUST NOTE 'NO NUID'. BUT, IN SOME CASES, KAISER MANAGEMENT HAS REQUIRED THAT WE GET THE NUID OF THE KAISER EMPLOYEE, EVERY TIME. THIS NUID COLLECTION RULE ALWAYS APPLIES TO THE NORTH HOLLYWOOD, ELECTRONICS PLACE, AND CHINO HILLS LABORATORIES. KAISER LABORATORY MANAGEMENT HAS MADE THIS A REQUIREMENT OF A-LINE.

AT PICKUPS: PLEASE OBSERVE ALL THE SAFETY PPE (PERSONAL PROTECTIVE EQUIPMENT) AND SOCIAL DISTANCING MEASURES OUTLINED IN POINTS 1 THROUGH

4. PICKUP PROCEDURES OFTEN VIOLATE SAFE DISTANCING RULES TO COMMUNICATE TO OUR CUSTOMERS WHO WE ARE 'A-LINE', WHY WE ARE THERE 'TO PICK UP' AND WHAT WE ARE LOOKING FOR TO MAKE THE PICKUP, 'THE DETAILS OF THE PICKUP ITEM(S)'. KNOWING THAT UP FRONT, BE PREPARED TO RELAY THOSE DETAILS TO LIMIT OUR LESS THAN ADEQUATE SAFE DISTANCING. IF YOU MUST WAIT, POLITELY EXCUSE YOURSELF FOR SAFETY REQUIREMENTS. RESUME SAFE DISTANCING AS SOON AS POSSIBLE. DO NOT HAVE ANYONE TOUCH YOUR TABLET. YOU MUST LOG YOUR TIME OF ARRIVAL, THE PICKUP PERSON'S FIRST NAME AND LAST INITIAL AND A PIECE COUNT WITH DESCRIPTION. EXAMPLE: TIME OF PICKUP, EXAMPLE NAME: JOHN S. NUID IF KAISER EMPLOYEE EXAMPLE: K123456, X=NUMBER OF ITEMS, WITH DESCRIPTION EXAMPLE: BOX(ES), ENV(S), ETC. HAVE YOUR DOLLY READY WITH BUNGY STRAPS, AND THE TABLET IN YOUR COURIER BAG. IF PICKUP LOCATION IS NOT PERFORMING TEMPERATURE CHECKS, UNDERSTAND THAT 6-FOOT SOCIAL DISTANCING BECOMES YOUR VERY BEST SAFETY REQUIREMENT. EXPLAIN YOUR SOCIAL DISTANCING AS BEING OUR SAFETY POLICY REQUIRED OF US TO CREATE A SAFE ENVIRONMENT FOR THEM. BE SURE TO SANITIZE YOUR GLOVES BEFORE ENTRY AND EXIT OF YOUR PICKUP LOCATION WHENEVER POSSIBLE. HAVE AN EXTRA PAIR OF GLOVES READY TO DEPLOY. YOU MAY BE REQUIRED TO REMOVE YOUR GLOVES AT THE HOSPITAL/CLINIC ENTRANCE CHECK POINTS. TAKE 3 PICTURES OF THE ITEM(S). A CLOSEUP OF THE LABELING/BAR CODE, A PICTURE OF THE ITEM(S) AT A SHORT DISTANCE AWAY, 6 FEET GENERALLY, AND THE BUILDING OR CURB WITH THE ADDRESS YOU PICKED THE ITEM(S) UP FROM.

AT DELIVERIES: FOLLOW THE SAME POLICIES AT DELIVERY AS YOU WOULD FOR PICKUPS WHEN THE DELIVERY IS A COMMERCIAL/BUSINESS LOCATION. HOME DELIVERIES REQUIRE THAT YOUR DISPATCHER CALL THE RESIDENT/PATIENT FIRST BEFORE APPROACHING THE PORCH. IT IS MANDATORY WE GIVE THE RESIDENT AN ADVANCE NOTIFICATION THAT WE ARE GOING ON THEIR PROPERTY TO MAKE THE DELIVERY. WHEN YOU ARRIVE AT HOME DELIVERIES, GET APPROVAL FROM YOUR DISPATCHER BEFORE LEAVING YOUR VEHICLE TO EXECUTE DELIVERY COMPLETION. OFTEN, CAMERA SURVEILLANCE IS WATCHING US LEAVE THAT PACKAGE. HOME DELIVERIES REQUIRE YOU TO DROP THE ITEM(S) AT THE PORCH AND TAKE 3 PICTURES. FIRST, TAKE A PICTURE OF THE LABEL/BAR CODE, SECOND, TAKE A PICTURE OF THE ITEM(S) ON THE PORCH FROM A SHORT DISTANCE, AND THIRD, TAKE A PICTURE OF THE DWELLING WITH ITS ADDRESS OR THE CURB ADDRESS. IF THE DELIVERY IS TO AN APARTMENT, CONDO, OR A MULTIPLE DWELLING STRUCTURE, PLEASE TAKE A FOURTH

PICTURE OF THE UNIT NUMBER. IF YOU ENCOUNTER THE RESIDENT, POLITELY EXPLAIN IMMEDIATELY THAT YOU ARE DELIVERING A PACKAGE WITHOUT SIGNATURE AND TAKING PICTURES AS PROOF OF DELIVERY OF THE HEALTHCARE ITEM(S) FROM THE PHARMACY, MEDICAL SUPPLY, AND/OR AN ENVELOPE. ASK IF THE PATIENT/RECIPIENT IS LIVING AT THIS LOCATION AND THEIR RELATIONSHIP TO THE PATIENT/RECIPIENT. REPORT TO YOUR DISPATCHER TO CALL THE RESIDENCE TO HAVE THEM EXPLAIN THAT WE HAVE MADE A DELIVERY TO THEIR PORCH IF WE ARE UNSUCCESSFUL IN CONTACTING THE RESIDENT/PATIENT IN ADVANCE. DO NOT LEAVE ANY ITEM(S) WITHOUT DISPATCH APPROVAL. PLEASE STAY IN YOUR VEHICLE OR AT LEAST A 6 FEET DISTANCE FROM THE RESIDENT. IF THE RESIDENT/PATIENT APPROACHES YOU, POLITELY EXPLAIN THE SAFETY DISTANCING POLICIES WE ARE REQUIRED TO PERFORM TO ENSURE THEIR SAFETY. IF YOU HAVE ANY HOME DELIVERY THAT FEELS UNSAFE, DO NOT LEAVE THE PACKAGE UNLESS DISPATCH ASKS YOU TO DO SO. NEVER LEAVE A PACKAGE IN FRONT OF THE DOORWAY OR AT THE DOOR HINGE. ALWAYS DELIVER OUT OF THE ENTRY/EXIT WAY TO THE OPPOSITE THE DOOR HINGE. WE DO NOT WANT TO CREATE AN ENTRY/EXIT HAZARD. WHENEVER POSSIBLE, LEAVE THE PACKAGES BEHIND AN OBJECT AND DESCRIBE WHERE YOU LEFT THE ITEM(S) IN YOUR ORDER NOTES AND 'SORRY WE MISSED YOU' NOTE. AN EXAMPLE WOULD BE LEAVING THE ITEM(S) BEHIND A CHAIR OR A PLANTER TO OBSCURE THE ITEM(S) FROM THE STREET AND PASSERSBY. YOU MUST WAIT FOR DISPATCH TO GIVE YOU AN OKAY TO LEAVE. SOME DELIVERIES REQUIRE THE SENDER'S APPROVAL BEFORE WE LEAVE THE ITEM(S). ALL ATTEMPTED DELIVERIES AND OK TO LEAVE DELIVERIES MUST BE ACCOMPANIED WITH A 'SORRY WE MISSED YOU NOTE' LEFT AWAY FROM THE ITEMS. EXAMPLE: BEHIND SCREEN DOOR OR HALFWAY UNDER A DOOR MAT.

#### 7. SAFETY REQUIREMENTS FOR A-LINE MESSENGER SERVICE OFFICE STAFF AND VISITORS

ALL OFFICE EMPLOYEES MUST ALWAYS WEAR A MASK AND GLOVES. THE EXCEPTION WOULD BE DURING A MEALTIME BREAK. DURING MEAL/DRINK BREAK TIMES, KEEP PAPER TOWELS/ NAPKINS WITH YOU, READY TO COVER YOUR MOUTH AND NOSE WHILE EATING/DRINKING. REMEMBER, THE GOAL IS TO KEEP MICRO FINE MIST INTO AND OUT OF YOUR MOUTH AND NOSE TO A MINIMUM. KEEP SOCIAL DISTANCING PRACTICES AS OFTEN AS POSSIBLE. AVOID DIRECT FACE TO FACE CONTACT WHEN SPEAKING WITH YOUR CO-WORKERS AS WELL. SPEAK AWAY FROM YOUR CO-WORKER'S FACE BY TURNING YOUR FACE TO THEIR SIDE WHILE IN CONVERSATION. DISINFECT YOUR GLASSES, WORKSTATION, PHONE, HEADSET, COMPUTER, KEYBOARD,

MOUSE, PENS, SCISSORS, STAPLERS, DESK DRAWER HANDLES, HAND SANITIZING DISPENSER AND SPRAY BOTTLES. USE 99% ISOPROPYL ALCOHOL SPRAY TO ACCOMPLISH THIS TASK. PERFORM SANITIZING AT THE BEGINNING AND AT THE END OF YOUR SHIFT. SANITIZE YOUR GLOVES BEFORE AND AFTER EACH RESTROOM VISIT. SPRAY ALCOHOL ON BATHROOM SURFACES BEFORE AND AFTER USE. UPON ENTRY, YOU MUST WASH YOUR HANDS AND GLOVE THEM. THEN YOU MUST TEMPERATURE CHECK WITH THE FRESHLY SANITIZED DIGITAL THERMOMETER. FOLLOW THE TEMPERATE THRESHOLD GUIDELINES FOUND IN POLICY 3. NO ONE CAN BE IN THE A-LINE OFFICE WITHOUT A MASK AND A TEMPERATURE CHECK AT A MINIMUM. DELIVERY VISITS TO THE FRONT OR REAR OF THE OFFICE MUST BE KEPT TO JUST THE IMMEDIATE ENTRY/EXIT AREAS. THE DELIVERY PERSONNEL MUST BE MASKED. IF A VISITOR IS REQUIRED TO BE INSIDE THE OFFICE LONGER THAN A DELIVERY MOMENT, THEY ALL MUST FOLLOW THE OFFICE SAFETY REQUIREMENTS. UPON ENTRY THEY MUST BE MASKED OR BE PROVIDED A MASK. THEY MUST WASH THEIR HANDS, WEAR FRESH GLOVES OR SANITIZE THE GLOVES THEY ARE WEARING AND TEMPERATURE CHECK. THIS WOULD APPLY TO DRIVERS, EMPLOYMENT INTERVIEWS AND DRIVER TRAININGS, VENDORS, AND TECHNICIANS, FRIENDS AND FAMILY VISITORS.

## CONCLUSION

TO YOU, OUR FRONT LINERS, WE KNOW THIS IS ASKING A LOT FROM YOU TO TOTALLY RETHINK YOUR HYGIENICS. THIS IS VERY IMPORTANT. ACT AS THOUGH, YOUR LOVED ONES, AND YOUR COMMUNITY'S LIVES DEPENDS ON IT. IT DOES! THIS PANDEMIC IS A BLESSING. WE HAVE BEEN GIVEN AN OPPORTUNITY TO LEARN ABOUT OUR IMPORTANCE AND RESPONSIBILITY TO SAFETY IN OUR HOMES, OUR WORK, OUR GATHERINGS, AND OUR WORLD. WE ARE IN A MAJOR READJUSTMENT. OUR LEARNING CURVE WILL BE OF GREAT VALUE SHOULD ANOTHER PANDEMIC OCCUR. IN THE LAST 25 YEARS, OUR WORLD HAS SEEN SEVERAL REGIONAL AND GLOBAL OUTBREAKS OF AIRBORNE DISEASE.

THERE IS A REOPENING OCCURRING OF COMMERCE AND SOCIAL GATHERINGS ACROSS AMERICA. THIS REOPENING WILL INTENSIFY IN THE COMING WEEKS AND MONTHS. THIS IS LARGELY DUE TO POLITICS OF SOCIAL AND ECONOMIC CONSIDERATIONS OVER PUBLIC HEALTH AND SAFETY. WE MUST BE LEADERS AS INDIVIDUALS TO CONSIDER SAFETY AS PRIORITY IN OUR WORK AND HOME ENVIRONMENTS. WE WILL HAVE TO MAINTAIN THESE SAFETY MEASURES UNTIL THERAPIES ARE IN PLACE TO REDUCE THIS CONTAGION AND THE DEADLY EFFECTS COVID-19 CAN CAUSE. A VACCINE IS



POSSIBLE, YET TOO FAR OFF TO KEEP THE WORLD IN LOCKDOWN. WE HOPE THESE SAFETY POLICIES AND PROCEDURES KEEP US OUT OF HARM'S WAY UNTIL A VACCINE COMES ONLINE.

IF YOU HAVE ANY SUGGESTIONS OR OBSERVATIONS OF BEHAVIOR THAT COULD BE RE-THOUGHT TO A BETTER CONCLUSION, PLEASE LET US KNOW.

AND REMEMBER WE CANNOT STRESS ENOUGH AS TO HOW VERY PROUD WE ARE OF ALL YOUR COURAGEOUS AND VALIANT EFFORTS TO OUR MISSION.

WE SO APPRECIATE YOUR FULL COMPLIANCE AND COOPERATION WITH ALL THESE SAFETY REQUIREMENTS. THANK YOU----KEEP UP THE GOOD WORK---  
GOD BLESS US EVERYONE.