



# WE'RE DOING OUR PART

## OUR COVID-19 RESPONSE

### Training & new standard operating procedures for all staff

- Employees take a **daily survey** to check for symptoms and possible exposures. Alert system is in place to prevent any exposed employees from working.
- Employees are practicing **social distancing** by working alone, avoiding elevators with other riders, and keeping 6 ft of distance from others throughout the day.
- Employees are using company-supplied personal protective equipment (PPE) including **mandatory masks**, gloves, and hand sanitizer throughout each work day.

### New management practices to reduce overall health risks

- We've re-designed our entire service operation to prioritize only essential activities that minimize inventory loss, ensure sanitation, prevent plant-born disease and infestation, and **minimize social contact** among our staff, clients, and the public.
- Clients receive confirmation emails 3 days prior to service to enable time to reschedule and/or make arrangements to ensure **safe working conditions**.
- We collect and utilize **special service instructions and safety tips** with every client to ensure compliance and maximum safety in every office we serve.

### New testing, vaccination, and case response practices

- All employees are must abide by our **vaccine requirement**.
- Employees are encouraged and incentivized to undergo **regular testing** during paid time.
- In the event of a positive test, we **contact trace**, notify all close contacts, including other staff, vendors, and clients and utilize paid COVID leave when possible.
- Employees with a positive test are to remain home until receiving a **negative PCR test**