

Message to Clients about COVID-19

Here at American Wholesale Lighting, we value our customers and want to thank you for your trust! It is your trust and loyalty that continue to inspire us during times like these. We write to you today to reassure you that your, our and your customer health and safety is very important to us, and we are making it our **TOP PRIORITY**. With concern continuing to grow about the spread of Coronavirus and the resulting illness, COVID-19, we want to personally assure you that AWL has your back. We're taking numerous steps to protect you, your customers, our team, and our office from the spread of infection during this concerning time. We are following all CDC regulations, disinfecting our tools, vans, office, and ourselves first thing in the morning, noon, and afternoon.

In keeping with our promise of transparency, we daily ensure that our technicians follow these steps:

- Wash your hands frequently and thoroughly (20 seconds, minimum)
- Adopt an alternative to the handshake
- Avoid contact/ proximity with sick people
- Avoid touching your own eyes/nose/mouth
- Stay home if you or someone in your home is feeling sick

Additional enhanced pre-installation and arrival protocols are being implemented.

- Hand sanitizer, sanitizing wipes and antiseptic spray are in every work truck.
- All phones and door handles are wiped down frequently throughout the day and as packages arrive.
- Weekly Covid-19 Specific Safety Meeting (See Attached)

Again, we never take for granted your continued trust and confidence in our team. We've put these measures in place because we want you and your loved ones to stay safe, healthy, and comfortable until this public health issue is behind us all.

For more information, please see attached document titled '**COVID 19 Response and Prevention Plan**'.

COMPANY NAME: _____

JOB NAME/NUMBER: _____

DATE: _____

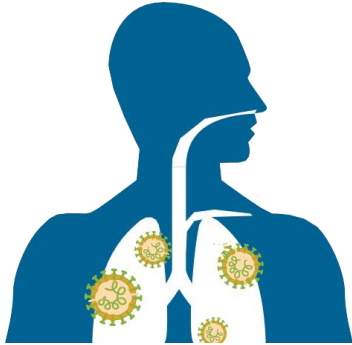
SUPERVISOR: _____

JOB ADDRESS: _____

COVID-19

What is it?

COVID-19 is a new respiratory virus that has the potential to cause severe illness and pneumonia in some people. The coronavirus is a common virus. However, this new strain, COVID-19, is impacting communities across the globe.



How is it Spread?



Through the air by coughing and sneezing



Close personal contact, such as touching or shaking hands



Touching an object or surface with the virus on it, then touching your mouth, nose, or eyes

What is the risk?



Current risk to the general public is low but more cases are being known around the world



There is currently **NO** vaccine



PEOPLE SHOULD NOT BE EXCLUDED FROM ACTIVITIES BASED ON THEIR RACE OR COUNTRY OF ORIGIN

What are the symptoms?

Illnesses can be mild, or in some cases be severe enough to require hospitalization. Symptoms of this respiratory illness primarily include:



Fever



Cough



Shortness of Breath



Symptoms may show up 2-14 days after exposure

How is it prevented?

Similar to prevention of other respiratory illnesses, including the flu:

- **Wash hands** often
- **Avoid touching** eyes, nose, or mouth with unwashed hands
- **Avoid contact** with sick people
- **Avoid sharing** food or drinks
- **Stay home** while you are sick; avoid others
- **Cover mouth/nose** with a tissue or sleeve when coughing or sneezing





ANONYMOUS SAFETY HOTLINE (877) 345-SMART (7627) EXT. 2

SPECIAL TOPICS FOR YOUR PROJECT (MUST LIST 2):

- 1. _____
- 2. _____

COMMENTS: _____

NAME: _____	NAME: _____
NAME: _____	NAME: _____
NAME: _____	NAME: _____
NAME: _____	NAME: _____
NAME: _____	NAME: _____
NAME: _____	NAME: _____
NAME: _____	NAME: _____
NAME: _____	NAME: _____

SUPERVISOR'S SIGNATURE: _____

COVID 19 Response and Prevention Plan

Introduction

Purpose

The purpose of the COVID 19 Response and Prevention Plan is to outline an effective response to a potential exposure event, and to promote preventative workplace habits in order to mitigate transmission of the virus between employees, contractors, etc. This program shall provide direction to implement safety requirements of the company and achieve compliance with CDC and local recommendations for COVID 19 prevention and medical care.

Scope

This program applies to all employees (office and field) and subcontractors involved with a potential exposure event.

Exposure Assessment

COVID 19 Symptoms are Fever, Cough, and Shortness of Breath. The CDC also lists “close contact with a person known to have COVID-19 or live in or have recently traveled from an area with ongoing spread of COVID-19” as a symptom.

Exposure Response Procedure

- Remain calm and objective.
- Limit the potentially infected employee’s contact with other individuals while information is being gathered.
- Call your SMART Safety Group Manager and members of your company’s management team in accordance with your incident response procedure.
- Focus on obtaining facts.
- Remember to ask a lot of questions and to collaborate closely with SMART Safety Group and your company’s management team before taking any action or making any statements to anybody (aside from dispatching EMS if necessary).
- Make only factual statements.
- Gather and document as much information as possible regarding the employee(s) who may have been exposed. Some basic questions to ask are:
 - Who is the infected person that they came in contact with?
 - Contact information for the infected person that they came in contact with?
 - Is there an entity, such as the controlling contractor or project owner who may have information regarding the potential exposure event? Contact info for this entity?
 - What symptoms or other characteristics did the person to which they were potentially exposed have?
 - Why do they think they were exposed?
 - Exact location of the exposure?

- Date and time of the exposure?
- Other individuals who may have been exposed?

Response for employee(s) who think they *HAVE BEEN EXPOSED* to the COVID-19 virus?

If an individual has had close contact (within 6 feet/2 meters) with someone who is confirmed to have, or is being evaluated for, COVID-19 infection, they should:

- Monitor their health starting from the day they first had close contact with the person and continue for 14 days after they last had close contact with the person.

Watch for these signs and symptoms:

- Fever of 100.4°F/38°C or higher — Take temperature twice a day.
 - Coughing.
 - Shortness of breath or difficulty breathing.
 - Other early symptoms to watch for are chills, body aches, sore throat, headache, diarrhea, nausea/vomiting, and runny nose.
- If they develop a fever or any of these symptoms, the affected person should call their healthcare provider right away.
 - Before going to a medical appointment, be sure to tell the healthcare provider about their close contact with someone who is confirmed to have or is being evaluated for COVID-19. This will help the healthcare provider's office take steps to keep other people from getting infected.
 - Ask the healthcare provider to call the local or state health department.
 - If they do not have any symptoms, individuals can continue with their daily activities, such as going to work, school, or visiting other public areas.

Response for employee(s) who think they HAVE COVID-19?

- If a person has traveled to an area affected by COVID-19* within the last 14 days or had close contact (within 6 feet/2 meters) with someone who has been laboratory confirmed to have COVID-19 and developed a fever and symptoms of respiratory illness, such as cough or shortness of breath, they should:
- Call a healthcare provider and seek medical advice — It is important that you call ahead before going to a doctor's office or emergency room and tell them about your recent travel or close contact and your symptoms.
- Avoid contact with others — Do not go to work, school, or travel while sick. Cover their mouth and nose with a tissue or their sleeve (not hands) when coughing or sneezing.
- Wash their hands with soap and water immediately after coughing, sneezing, or blowing your nose. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- Healthcare providers will work with the health department to determine if individuals need to be tested for the COVID-19 virus.

Exposure Control Plan

- **Sick employees required to stay home:**
 - Employees who have symptoms of respiratory illness are required to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick. Employees must obtain a doctor's clearance prior to returning to work.
 - Ensure that your sick leave policies are flexible and consistent with public health guidance and that employees are aware of these policies.
 - Talk with companies that provide your business with contract or temporary employees about the importance of sick employees staying home and encourage them to develop non-punitive leave policies.
 - Do not require a healthcare provider's note for employees who are sick with acute respiratory illness to validate their illness or to return to work, as healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely way.
 - Employers should maintain flexible policies that permit employees to stay home to care for a sick family member. Employers should be aware that more employees may need to stay at home to care for sick children or other sick family members than is usual.

- **Separate sick employees:**
 - CDC recommends that employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day should be separated from other employees and be sent home immediately. Sick employees should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).

- **Hygiene Procedures: respiratory etiquette and hand hygiene by all employees:**
 - Place posters that encourage staying home when sick, cough and sneeze etiquette, and hand hygiene at the entrance to your workplace and in other workplace areas where they are likely to be seen.
 - Provide tissues and no-touch disposal receptacles for use by employees.
 - Instruct employees to clean their hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol, or wash their hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty.
 - Provide soap and water and alcohol-based hand rubs in the workplace. Ensure that adequate supplies are maintained. Place hand rubs in multiple locations or in conference rooms to encourage hand hygiene.
 - Visit the coughing and sneezing etiquette and clean hands webpage for more information.

- **Perform routine environmental cleaning:**
 - Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label.
 - No additional disinfection beyond routine cleaning is recommended at this time.
 - Provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks) can be wiped down by employees before each use.
- **Advise employees before traveling to take certain steps:**
 - Check the CDC's Traveler's Health Notices for the latest guidance and recommendations for each country to which you will travel. Specific travel information for travelers going to and returning from China, and information for aircrew, can be found at on the CDC website.
 - Advise employees to check themselves for symptoms of acute respiratory illness before starting travel and notify their supervisor and stay home if they are sick.
 - Ensure employees who become sick while traveling or on temporary assignment understand that they should notify their supervisor and should promptly call a healthcare provider for advice if needed.
 - If outside the United States, sick employees should follow your company's policy for obtaining medical care or contact a healthcare provider or overseas medical assistance company to assist them with finding an appropriate healthcare provider in that country. A U.S. consular officer can help locate healthcare services. However, U.S. embassies, consulates, and military facilities do not have the legal authority, capability, and resources to evacuate or give medicines, vaccines, or medical care to private U.S. citizens overseas.
- **Additional Measures in Response to Currently Occurring Sporadic Importations of the COVID-19:**
 - Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and refer to CDC guidance for how to conduct a risk assessment of their potential exposure.
 - If an employee is confirmed to have COVID-19, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). Employees exposed to a co-worker with confirmed COVID-19 should refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

Hygiene/Best Practice - Preventative Measures

- Avoid physical contact with others (such as hand shaking).
- Practice good personal hygiene.
- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid close contact with people who are sick.
- Put distance between yourself and other people if COVID-19 is spreading in your community. This is especially important for people who are at higher risk of getting very sick.

- Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.

Incident Reporting

A potential exposure incident must be immediately reported. If a potential exposure incident occurs while the employee is in a work setting or while working, the following steps should be taken:

- Employees shall notify their foreman, superintendent or supervisor (as applicable) as soon as possible following a potential exposure incident. The foreman/superintendent shall immediately notify the SMART Safety Group Manager and members of the company's management team in accordance with their incident response procedure.
- If the exposed employee desires medical treatment, arrangements shall be made to send the worker to a healthcare facility in accordance with CDC and local health official guidelines.
- Medical records shall be kept on file with the company for the duration of employment plus 30 years.

Training

- Training shall be conducted prior to initial assessment and annually thereafter.
- Training records shall be kept for a minimum for 3 years.
- Training shall consist of this plans contents and/or information from other sources such as the CDC, local public health agencies, State/Federal OSHA, medical professionals.
- Review of this procedure on an awareness level as an additional weekly safety meeting topic.

Resources and References

- **CDC FAQ's**
<https://www.cdc.gov/coronavirus/2019-ncov/faq.html>
- **Directory of local health departments**
<https://www.naccho.org/membership/lhd-directory?searchType=standard&lhd-state=CA#card-filter>