



# CORONAVIRUS SAFETY & PRECAUTIONS

## A MESSAGE TO OUR EMPLOYEES

By now you have probably noticed the increase in media coverage surrounding the global spread of the coronavirus. We want to assure you that we are continuing to monitor the situation and our focus remains on the health and welfare of our employees, their families and our customers around the world.

The U.S. Centers for Disease Control and Prevention (CDC) as well as other health organizations are actively monitoring developments and providing information to help us respond properly. We will address the needs of each of our regions and adjust business operations as needed because we value your safety.

### Here's what we know

Coronavirus is a type of highly contagious respiratory illness caused by a new strand of the virus, COVID-19. The symptoms of COVID-19 are similar to the flu.

Please familiarize yourself with the below symptoms:

- Fever
- Coughing, sneezing
- Shortness of breath, difficulty breathing
- Early onset symptoms: Chills, body aches, sore throat, headache, diarrhea, nausea/vomiting, runny nose

If you are feeling ill with flu-like symptoms, please contact your doctor immediately. If you are diagnosed by a doctor with the coronavirus, we request that you also notify your immediate supervisor or manager and Human Resources (HR).

**Email** [HRSupport@utilservllc.com](mailto:HRSupport@utilservllc.com)  
**Phone** 215-784-4439

The CDC has issued a Warning Level 3 Travel Advisory for China, South Korea, Italy and Iran, with this list being updated as needed on the CDC website. Level 3 indicates travelers should **avoid all non-essential travel** to these destinations.

Please visit the CDC website for up-to-date information:  
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

### What Asplundh is doing

#### Working remotely and time off

A temporary policy change to time off and remote work may be enforced to minimize the spread of the coronavirus and keep our employees safe and healthy. More information about these adjustments will be communicated as the situation requires.

Employees equipped with laptops should bring laptops home every night. Please test your remote network access as soon as possible by logging in to the network. If you are unable to connect please contact IT to resolve the issue:

**Email** [ITTechServices@asplundh.com](mailto:ITTechServices@asplundh.com)  
**Phone** 1-800-309-0136

#### Travel

With the CDC Level 3 Travel Advisory locations in mind, employees should cancel or postpone all travel plans to the listed Level 3 locations unless extreme circumstances exist. That said, if you are planning to travel to any Level 3 location in the next 60 days, immediately notify your immediate supervisor, manager and HR of your plans.

If you have recently returned from any of these locations or have had any contact with anyone potentially exposed to the coronavirus, immediately notify your doctor, your immediate supervisor or manager

and HR. More importantly, if you are currently in any of these Level 3 locations, please contact the required parties and take proper precautions to ensure the safety and health of others.

## Protecting yourself

The coronavirus appears to mainly be spread through close person-to-person contact. It may be possible to touch a contaminated surface and then touch your nose or mouth to become infected; however, the virus is more likely to be transmitted through contact with another person.

In addition to all the normal things you do to stay healthy, the preventive measures are the same as for the flu or other viruses, according to the CDC:

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing or sneezing. If soap and water aren't available, use an alcohol-based sanitizer that is at least 60% alcohol
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

**There has been a lot of information in the news about face masks.** It is important to understand face masks are not recommended by the CDC for general use. The best uses for face masks, as identified by the CDC, are for those who are sick to avoid spreading to others and by health workers and caregivers who are taking care of someone in a close setting.

In the Home Office, our Maintenance team will be placing supplies in the kitchen and other common areas to help with maintaining healthy hygiene.

These will include:

- Kleenex Antiviral Tissues
- Clorox Disinfectant Wipes
- Purell Advanced Hand Sanitizer

In the Field Offices, we are asking each site leader to do the same at appropriate communal areas. Each person should take an active role in keeping the office clean by frequently disinfecting doorknobs, office equipment and desks, among others. Should you need any assistance with ordering supplies, please contact Supply Chain Management/Procurement:

**Email** [SCM@utilservllc.com](mailto:SCM@utilservllc.com)

**Phone** 215-784-4290

As more information becomes available, we will do our best to keep you informed about what we are doing as a company and how best to prevent the spread of the virus.

Thank you for your continued cooperation and assistance. We appreciate your flexibility and commitment to a safe and healthy workplace.

Stay Safe,



**Scott Asplundh**  
Chairman & CEO

## Important Contact Information

### Human Resources (HR)

[HRSupport@utilservllc.com](mailto:HRSupport@utilservllc.com)  
215-784-4439

### IT

[ITTechServices@asplundh.com](mailto:ITTechServices@asplundh.com)  
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# Handwashing and Hand Sanitizer Use

## at Home, at Play, and Out and About



Germ is everywhere! They can get onto hands and items we touch during daily activities and make you sick. Cleaning hands at key times with soap and water or hand sanitizer is one of the most important steps you can take to avoid getting sick and spreading germs to those around you.

There are important differences between washing hands with soap and water and cleaning them with hand sanitizer. For example, alcohol-based hand sanitizers don't kill ALL types of germs, such as a stomach bug called norovirus, some parasites, and *Clostridium difficile*, which causes severe diarrhea. Hand sanitizers also may not remove harmful chemicals, such as pesticides and heavy metals like lead. Handwashing reduces the amounts of all types of germs, pesticides, and metals on hands. Knowing when to clean your hands and which method to use will give you the best chance of preventing sickness.

### When should I use?

#### Soap and Water

- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone who is sick
- Before and after treating a cut or wound
- After using the bathroom, changing diapers, or cleaning up a child who has used the bathroom
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal food or treats, animal cages, or animal waste
- After touching garbage
- If your hands are visibly dirty or greasy

#### Alcohol-Based Hand Sanitizer

- Before and after visiting a friend or a loved one in a hospital or nursing home, unless the person is sick with *Clostridium difficile* (if so, use soap and water to wash hands).
- If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol, and wash with soap and water as soon as you can.

\* Do **NOT** use hand sanitizer if your hands are visibly dirty or greasy: for example, after gardening, playing outdoors, or after fishing or camping (unless a handwashing station is not available). Wash your hands with soap and water instead.



U.S. Department of Health and Human Services  
Centers for Disease Control and Prevention

## How should I use?

### Soap and Water

- **Wet** your hands with clean running water (warm or cold) and apply soap.
- **Lather** your hands by rubbing them together with the soap.
- **Scrub** all surfaces of your hands, including the palms, backs, fingers, between your fingers, and under your nails. Keep scrubbing for 20 seconds. Need a timer? Hum the “Happy Birthday” song twice.
- **Rinse** your hands under clean, running water.
- **Dry** your hands using a clean towel or air dry them.

### Alcohol-Based Hand Sanitizer

Use an alcohol-based hand sanitizer that contains at least 60% alcohol. Supervise young children when they use hand sanitizer to prevent swallowing alcohol, especially in schools and childcare facilities.

- **Apply.** Put enough product on hands to cover all surfaces.
- **Rub** hands together, until hands feel dry. This should take around 20 seconds.

**Note:** Do not rinse or wipe off the hand sanitizer before it's dry; it may not work as well against germs.



For more information, visit the CDC handwashing website, [www.cdc.gov/handwashing](http://www.cdc.gov/handwashing).