

Good Afternoon,

As a part of our Covid-19 preparations, we have developed a plan to provide our customers and partners with the highest level of support while working to provide the safest work environment possible.

A part of that plan will involve practicing Social Distancing and making adjustments to everyone's daily work routine.

Below is an outline of what we have put into place thus far. Please keep in mind that as the circumstances evolve hour by hour, so too might our planning and preparations. We appreciate your cooperation and understanding as we work thru this together.

At this time, we intend to put these measures into place early next week.

Where will employees be asked to report?

In effort to practice social distancing, our staff will be asked to work in different locations based on their position and ability to do so. Those groupings will be:

- Working from home
- Being dispatched to a customer location or one of our buildings from home
- Working from and staffing Naugatuck
- A hybrid/ad-hoc scheduling solution

We will likely rotate some of the individuals that will be staffing the building. We will continue to staff the building at this time, but we are prepared to close it and support critical staff working remotely if that is deemed prudent.

We have implemented personal presence software to provide real-time information about staff's working location and schedule. This is a web-based app for PC and has an IOS and Android app available. If your schedule is not driven by CMS, please log on to the presence website and keep your status updated.

In general, staff should only be in the building if they have specific work to do, have a specific reason to be in the building and/or if they are scheduled to provide building coverage.

We are over staffed on many teams to give us the ability to support bursts in activity required by the critical nature of our industry. Because of our staffing level and restrictions on personal workspace distance, many of you will have a fair amount of downtime.

If you do have downtime, we will ask that you go home and remain ready to be dispatched to a customer or back to Naugatuck. ST's may also be assigned site inspections/audits or PMs at remote sites as appropriate. We will be treating this time as part of your workday and therefore you should be ready to work if required even if you are holding at home.

Please do not congregate in the building if you do not have work to do.

Meetings and Interacting with Others

In addition to altering work routines we will also be asking employees to:

- Not travel in vehicles together unless specifically required
- Not congregate in the building or off site with other staff or other people during the workday
- Limit external and internal face to face meetings to essential meetings only
- Utilize Teams meeting/screen share internally or WebEx online meeting externally whenever possible
- Limit employees working together in close proximity unless necessary

We are also suspending the face to face training and mentoring programs for the time being.

Building Access

We will be limiting visitors in the building (beyond the front counter) whenever possible.

In the near future, we will be checking all individuals entering the building for a fever and asking them to wash their hands as part of the building entry protocol.

Technology Support

We have been working thru technology needs and assessments for those working outside the office as we move to fully implement our plan.

Employees who will now be asked to work remotely will be given the technology with which to do so if you do not have it already. This means staff primarily working from home will be asked to take their docks and monitors home or staff will be issued laptops with docks.

Staff working at home will be asked to utilize their personal internet. Those assigned to answer incoming general phone lines will have an IP Phone assigned. Those that do not answer general phone lines should plan to utilize their personal or business cell phone. Your direct number will be twinned to your cell phone to receive direct calls. If you are asked to work from home and are unwilling or unable to, please let us know.

Internally we will be using Microsoft Teams (part of Office 365) as well as our normal IP Office conference bridges. Please check the Teams application on your computers in the event you need help setting that up as well.

Building Cleaning

We have procured additional disinfecting supplies over the past few weeks and we have a crew of a handful of dedicated employees who have been trained and will be cleaning the common areas to help keep us safe. Thank you, in advance, for that effort!

Each employee needs to be responsible for their own workspaces please. We have 409 spray and cheese cloths in the main closet to use. While there are also wipes being stored there – please reserve those for future use. We ask that you be thorough but do not waste these products as (we are all aware) they are in short supply.

Sick or Potentially Sick Employees

As noted in a prior email, if you are sick – please stay home until your symptoms have subsided. We are asking that when emailing out sick to the notify email, that you please let us know whether or not you have flu like symptoms.

During this unprecedented time, we also request that you notify us of your exposure to large crowds or high risk crowds, exposure to others that have symptoms of any contagious medical issues, close contact with any individuals that have been exposed to, or are showing COVID-19 symptoms and if you are showing symptoms of any contagious medical issue including COVID-19. Contagious medical symptoms include cold and flu like symptoms. Absent widespread testing, this is our only method of situational awareness.

If you believe that you may have been exposed to the COVID-19 virus, you may not come to work. Currently the team to handle that information flow includes Mike P, Dawn, Doug and myself.

Some of us will be working on site and some will be off site. Please contact us by email or phone if you have been exposed to or have symptoms of COVID-19. As the situation unfolds, conditions may necessitate that this team changes. We will keep you updated, but please contact dispatch for direction if you cannot contact one of us. Please do not leave a voice mail. If you are unable to get a live answer, email this group as this situation is fluid and may change at any time and we do not want a message stuck in anyone's voice mail.

Work Assignments Out of the Building

We will be reviewing scheduled work on an ongoing basis to gauge the current conditions, the need and risk related to working on site and to determine whether we will be assigning staff to complete the work. Some routine work may be put on hold for some period of time.

Staff who normally might be assigned to work with another teammate to complete work or for training or mentoring will be avoided whenever practical.

Generally, staff should avoid working in close proximity to each other unless necessary. We should all be aware of our interactions with and proximity to others and minimize contact.

If any staff member encounters a situation in which they feel unsafe, please excuse yourself and contact your supervisor and if he/she is unavailable please contact dispatch for direction.

Payroll

At this time everyone will be paid for hold time at home, but we need to track payroll information. When completing a timesheet please enter your regular hours even if you are holding at home or another location. We will have a mechanism shortly to document what hours you were actively working and what hours you are holding.

Continued Communications

We will continue to send a daily update email to all staff. In addition, we will host a weekly all staff WebEx web meeting. This meeting will include video conferencing; however, it seems that WebEx servers are saturated so we may use it as a call-in bridge only.

Thank you in Advance

We know that change is often difficult, but please be assured that these changes are being implemented after great thought and in the spirit of caring for everyone as we move forward.

We may see additional changes in the coming weeks. We will continue to monitor directives and guidance and adjust our plans as needs change.

Thank you for your cooperation and please communicate with us early and often if you observe operational or personnel issues which need to be addressed or have any concerns.

Thank you,

Julie