



## ***ADVANCED GLOBAL COMMUNICATIONS***

### **PANDEMIC RESPONSE AND MITIGATION (PERTAINING TO ANY TYPE OF INFECTIOUS PATHOGENS)**

#### **OFFICIAL POLICY FOR ALL EMPLOYEES**

The company adopts this policy to prepare for and respond to diverse types of pandemics resulting in widespread illness. The plan's goal is to save lives by building a culture of infection control companywide while helping to protect external stakeholders. These include customers, vendors, guests, and the communities we serve.

# Pandemic Response and Mitigation Policy

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## Company Background

The size and organizational structure of Advanced Global Communications (referred to herein as “AGC” or “the company”) offers certain advantages in AGC’s ability to conduct its role to help prevent or allay the consequences resulting from an infectious-disease pandemic.

Family owned with approximately thirty-five employees, AGC is a non-siloed company with one bricks-and-mortar location, a single-story building at 13314 W. Highway 42 in Prospect, Kentucky. Since 1995, the company had depended upon strong levels of communication, cooperation, and teamwork in everything we do, including safety and emergency-response measures.

Therefore, reviewing, training, and conducting AGC's *Pandemic Response and Mitigation Policy* (referred herein as "the policy" or "the plan") involves fewer barriers or logistical challenges relative to other types of organizations.

## Essential-worker Status

AGC places the highest priority on pandemic mitigation because it is the right thing to do and reflects our goal to help save lives and restore communities to normalcy as quickly as possible.

During the 2020 Covid outbreaks, AGC employees received "essential worker" status because our services help governments, hospitals, schools, police/fire departments, manufacturing, and other clients to communicate, operate and stay safe during various emergencies or crises. We provide security technologies, telecommunications (phone, texts, fax) and computer/networking services to clients across Kentucky and surrounding states. This responsibility further motivates our drive to follow this plan should an infectious-disease outbreak elevate to pandemic levels.

## Plan Ownership

Plan owners include the firm's two co-founders since they have direct and immediate access to all employees. A third plan owner provides boots-on-the-ground support regarding implementation, training, reporting and other measures with further assistance from administrative staff as needed.

### Names and titles of each plan owner

- **Chris Keller**, Co-founder and President
- **Patrick Keller**, Co-founder and Vice President of Operations
- **Tony Bergmann**, Division Manager with responsibility for Safety

## Review and Testing of Plan

These individuals will oversee annual plan reviews and various discovery processes to evaluate the plan's viability based on any developments or the company's performance in conducting the plan upon conclusion of an outbreak. Other activities may include interviewing various employees or managers or conducting annual table-top exercises to evaluate the plan and recommend amendments if needed.

During a pandemic, plan owners will stay tuned to pandemic-related news on the local, state and federal levels to see how any developments may alter or affect employee behaviors as they follow the plan. This includes daily or weekly press conferences staged by the governor of Kentucky and/or Indiana and the acting commissioners for public health serving both states (AGC's marketplace is near southern Indiana). Plan owners also will check the Centers for Disease Control website routinely for updates and any news dispatched by the CDC.

## Work Continuation

Should a sizable portion of employees become ill and unable to work, the company will assign their duties to existing non-sick personnel. The company also maintains a database of contract professionals seeking temporary assignments at various locations throughout the United States, which can be useful during unexpected staff shortages.

## Pandemic Training – Overview

AGC recognizes periodic training as essential to having a policy that ensures the best outcomes. Supervisors therefore will conduct annual training among field technicians via either pre-job “tailgating” sessions and/or telephone conferences regarding the plan’s requirements and objectives. Training will take place through additional channels to reach other types of employees. Examples are Microsoft Teams meetings, employee lunch-and-learns and/or various small-group sessions or tabletop exercises held at the Prospect office.

### Training will focus on:

- **illness prevention.**
- **avoiding the spread of disease.**
- **and company policies concerning employees who become ill.**

All employees will be evaluated to determine their understanding of the plan’s key elements, main dos and don’ts, etc. AGC expects all new hires to understand the policy before their first day on the job. The company provides digitized copies to all employees. AGC requires employees to print or save the policy for review as needed. Additionally, the company posts the policy on its website for review by interested parties.

## Internal and External Communications

Clear, accurate and consistent communications are central to AGC’s Pandemic best practices. The company will implement internal and/or external communications during and after a given outbreak. Messaging will reflect updates by local, state, and federal authorities, including CDC dispatches, in addition to reports from supervisors regarding progress of plan implementation or employee behaviors that need corrected. Messaging will focus on sanitation and steps to prevent the spread of disease. Content will address proper steps employees must take should they test positive for an infectious disease that has reached pandemic levels.

AGC management will update all employees – whether working in the field, from home or in the office – on which **Employer Specific** re-opening and personal protective equipment and/or engineering controls remain in effect. (See tables on pages 3 and 6.)

Plan owners will use the following communications channels: one-on-one conversations, text messages to all employees, all-employee emails, and/or tailgating sessions attended by field technicians. The company will reach customers and vendors by email via AGC’s Customer

Relationship Management (CRM) platform. Account Managers also will place personal telephone calls and/or emails to diverse customers as needed.

AGC’s website and social media platforms will offer updates, policy reminders and our progress in helping to allay a pandemic. If needed, the company will issue news releases and follow up telephone calls to all four broadcast TV stations serving the Louisville, Kentucky viewing area. Distribution also will include *The Courier-Journal*, Louisville’s daily metropolitan newspaper, with statewide readership. The company retains the names, email addresses and telephone numbers of reporters and assignment editors at these outlets.

## Disease Prevention and Control

AGC will determine essential functions and conduct a risk assessment on operations to guide application of workplace disease prevention and control measures. The company will activate our process for lessons learned to keep refining our response to future outbreaks.

The phases of re-opening are based on the gating criteria outlined by the federal government and adopted by most states which allows loosening of pandemic restrictions based on two-weeks of progressive improvements such as:

- (1) Downward trajectory of influenza-like illnesses (ILI) and COVID-like syndromic cases;
- (2) Downward trajectory of documented cases or positive tests as percent of total tests;  
and
- (3) Sufficient hospital capacity to treat critical cases and robust testing in place for healthcare workers.

AGC’s pandemic policy aligns with federal guidelines for re-opening, and we adopt state health department guidelines as implemented through executive orders for Kentucky, Indiana, and any U.S. state where AGC conducts business.

The company will follow a phased rollout of action steps depending on the severity or progress of a given outbreak. These include:

| Phases     | Employer specific  |
|------------|--|
| New Normal | Practice good hygiene: <ul style="list-style-type: none"> <li>• Conduct virtual meetings via Zoom, Teams, or other platforms where practical</li> <li>• Wash hands with soap and water and/or use hand sanitizer</li> <li>• Sneeze or cough into a tissue or the inside of your elbow; properly dispose of used tissues immediately after use</li> <li>• Avoid touching your face</li> </ul> |

|             |   |
|-------------|---|
|             | <ul style="list-style-type: none"> <li>• Unrestricted travel and staffing of worksites</li> <li>• Vulnerable individuals can resume public interactions;</li> </ul>   |
| Phase Three | <p>Includes new normal requirements, plus the following:</p> <ul style="list-style-type: none"> <li>• Vulnerable individuals can practice physical distancing and precautionary measures</li> <li>• Low-risk population should minimize time spent in crowded environments</li> <li>• Avoid direct contact (i.e. handshakes, etc.)</li> </ul>   |
| Phase Two   | <p>Includes phase three requirements, plus the following:</p> <ul style="list-style-type: none"> <li>• Maintain physical distance of 3-feet from other people to the greatest extent possible</li> <li>• Avoid any work, social or other settings of more than 50 people, where distancing may not be practical</li> <li>• Limit occupancy of the facility to 50% of the minimum occupancy load</li> <li>• Telework permitted, whenever possible and feasible with business operations</li> <li>• When in public, maximize physical distance from others</li> <li>• Employees will refrain from randomly walking around the workplace to reduce cross-contamination</li> <li>• If possible, return to work in phases</li> </ul> |
| Phase One   | <p>Includes phase two requirements, plus the following:</p> <ul style="list-style-type: none"> <li>• Maintain physical distance of 6-feet from other people to the greatest extent possible</li> <li>• Limit close contact with other people and/or limit amount of time in areas where close contact is unavoidable</li> <li>• Avoid gathering in groups of more than 10 people within a single room</li> <li>• Sick employees must stay at home as outlined in the health screening policy (contact and follow medical provider advice)</li> <li>• Conduct meetings outdoors in open air environments where practical</li> </ul>  |

|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>• Shift changes implemented to allow personnel to work alternate shifts to reduce the number of employees in work areas at a given time</li> <li>• Common areas closed where personnel socialize (i.e., break areas, conference rooms, smoking areas, etc.)</li> <li>• Arrange office furniture to accommodate distancing in offices and common areas</li> <li>• Return to work in phases</li> </ul> |
| Full Pandemic Initiation or Acceleration | <p>Includes phase one requirements, plus the following:</p> <ul style="list-style-type: none"> <li>• Mission essential personnel only, as specifically designated</li> </ul>  |

AGC has added the following **exceptions** to our physical distance policy:

- Where deemed impractical, while in motion or passing others.
- At client worksites. AGC technicians may work above ceilings, in narrow hallways, data-center closets or underground in addition to a variety of other settings.

## Control Measures, Including PPE

While engineering, administrative controls and proper work practices are more effective in minimizing exposure to infectious diseases, the use of Personal Protective Equipment (PPE) may also be indicated during certain operations. If used correctly, PPE can help prevent exposures; however, it should not take the place of other preventive controls or interventions, such as engineering controls, cough etiquette, and hand hygiene.

AGC uses the hierarchy of controls to prioritize control measures based on effectiveness. The hierarchy of controls prioritizes intervention strategies based on the premise that the best way to control a hazard is to systematically remove it from the workplace, rather than relying on employees to reduce their exposure. During a pandemic, this hierarchy should be used in concert with current public health recommendations. The hierarchy of controls includes **elimination, substitution, engineering controls, administrative controls, and personal protective equipment**. The hierarchy is arranged beginning with the most effective controls and proceeds to the least effective.



Based on our operating conditions, the practices outlined in these policies are the primary means utilized to protect employees from workplace hazards.

AGC has selected the following engineering, administrative and personal protective equipment controls to prevent and mitigate exposures:

| Phases      | Employer specific  |
|-------------|--|
| New Normal  | <p>Engineering Controls:</p> <ul style="list-style-type: none"> <li>• Ventilation in each room will be maintained at 10 Air Changes per hour by always keeping the fan on when the building is occupied.</li> <li>• Installation of sneeze guards between customers and employees or among employee teams.</li> <li>• Drive-through/curbside delivery optional of equipment, parts used in AGC integration solutions.</li> </ul> |
| Phase Three | <p>Includes new normal requirements, plus the following:</p> <ul style="list-style-type: none"> <li>• Follow all phase three physical distancing requirements.</li> <li>• Signage (<i>posted throughout workplace to remind employees and visitors of proper hygiene practices.</i>)</li> </ul>  |
| Phase Two   | <p>Includes phase three requirements, plus the following:</p> <p><u>Engineering Controls</u></p> <ul style="list-style-type: none"> <li>• Installation of room air cleaners with HEPA filters (<i>indicate whether these are permanent or portable units; HEPA filters should not be installed in a ventilation system if it was not</i></li> </ul>  |



|  |   |
|--|---|
|  | <p><i>designed for HEPA filtration as this will significantly decrease air movement.)</i></p> <ul style="list-style-type: none"> <li>Utilization of disinfectant misters throughout facility on designated days.</li> </ul> <p><u>Administrative Controls</u></p> <ul style="list-style-type: none"> <li>Follow all phase two physical distancing requirements.</li> <li>Drive-through/curbside delivery required.</li> </ul> <p><u>Personal Protective Equipment</u></p> <ul style="list-style-type: none"> <li>Face coverings, surgical masks, or respirators (e.g., N95).</li> </ul>                     |
| Phase One                                | <p>Includes phase two requirements, plus the following:</p> <p><u>Engineering Controls</u></p> <ul style="list-style-type: none"> <li>Upgraded HVAC systems (e.g., installation of high-efficiency particulate air (HEPA) air filters).</li> <li>Increased service to HVAC systems to ensure optimal performance.</li> </ul> <p><u>Administrative Controls</u></p> <ul style="list-style-type: none"> <li>Implement contactless receiving and delivery procedures.</li> </ul> <p><u>Personal Protective Equipment</u></p> <ul style="list-style-type: none"> <li>Goggles.</li> <li>Face shields.</li> </ul> |
| Full Pandemic Initiation or Acceleration | <p>Includes phase one requirements, plus the following:</p> <ul style="list-style-type: none"> <li>Mission critical operations only, as specifically designated.</li> </ul>   |

AGC staff will comply with local and/or client protective equipment requirements. In each case, the company will assess whether the reason for utilization is a legal requirement, protection of a hazard, or comfort/convenience.

In general, PPE will be:

- Selected based upon the hazards to the employee.
- Properly fitted and some must be periodically refitted (e.g., respirators).
- Conscientiously and properly worn.
- Regularly maintained, laundered, or replaced, as necessary.
- Carefully removed and disposed of to avoid contamination of self, others or the environment.

Additionally, the supervisor or designated representative will be responsible for providing controls and PPE training to the employee. This training shall include:

- All applicable local and/or client protective equipment requirements.
- Capabilities/limitations of the controls.
- Implementing and adhering to administrative controls and social distancing requirements.
- Operation and maintenance of engineering controls.
- Proper donning/doffing procedures.
- Storage and sanitation of PPE.

Plan-owner Tony Bermann will acquire PPE by coordinating with the company's purchasing manager and co-owners. Regarding specific types of PPE, items recommended for pandemic influenza will be based on the risk of contracting influenza while working and the availability of PPE. The company also will use nitrile rubber gloves since they are more durable and resistant to punctures and chemicals than latex gloves.

Types of face coverings used by employees will vary depending on need and circumstance. The following guidelines apply:

- As recommended by the CDC, employees will wear cloth face coverings in public settings where other social distancing measures are difficult to maintain.
- Use of surgical masks if employees require a physical barrier to protect from splashes of large droplets of blood or bodily fluids.
- The company will follow all potential OSHA and other technical requirements pertaining to N95 facepieces should use of these respirators be deemed appropriate because ample supplies are available for medical personnel. N95s are designed to reduce an employee's exposure to airborne contaminants (i.e., 95% of particles that are 0.3 microns in size or larger).

# Health-screening Policy

Symptoms of influenza-like illnesses can range from mild indicators to severe illness. Symptoms may appear 2-14 days after exposure and may include the following:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea
- Fever >100.4°F

AGC will implement health screenings for all employees based on the phase of the pandemic and community spread according to the following approach. While it may be normal to experience one of these symptoms, it would be abnormal to experience multiple symptoms with a fever. Health-screen failings will result in work from home, reporting to clinic or healthcare facility, temperature checks, etc. The company’s definition of abnormal entails severe headache, sore throat, and other symptoms similar in severity. Therefore, employees must report to their supervisor if they meet the threshold criteria for symptoms outlined in the table below and/or have a fever >100.4°F. If employees are symptomatic, but not at the thresholds defined for the respective phase of the pandemic, then employees may choose to depart work and utilize sick leave, continue to work from home, or isolate from others and continue work. If the threshold criteria are triggered, then employees shall depart work and utilize sick leave in accordance with the sick-leave policy.

Additionally, senior management encourages all employees to receive any optional vaccines as they are due. AGC expects all employees to fulfill required vaccines or health tests specified by customers.

|  | <b>Phases</b> | <b>Health Screening Requirements</b>   |
|--|---------------|--|
|  | New Normal    | Employees will conduct a daily self-screening prior to departing home, and stay home if they are experiencing: |

|  |             |  |
|--|-------------|--|
|  |             | <ul style="list-style-type: none"> <li>• Nausea or vomiting</li> <li>• Fever &gt;100.4°F</li> <li>• Fever or chills</li> <li>• Shortness of breath or difficulty breathing</li> </ul>  |
|  | Phase Three | <p>Includes new normal self-screening requirements, or any three of the symptoms listed below:</p> <ul style="list-style-type: none"> <li>• Regular/productive cough</li> <li>• Fatigue</li> <li>• Muscle or body aches</li> <li>• Severe headache</li> <li>• New loss of taste or smell</li> <li>• Sore throat</li> <li>• Congestion or runny nose</li> <li>• Diarrhea</li> </ul> |
|  | Phase Two   | <p>Includes new normal self-screening requirements, or any two of the symptoms listed below:</p> <ul style="list-style-type: none"> <li>• Regular/productive cough</li> <li>• Fatigue</li> <li>• Muscle or body aches</li> <li>• Severe headache</li> <li>• New loss of taste or smell</li> <li>• Sore throat</li> <li>• Congestion or runny nose</li> <li>• Diarrhea</li> </ul>   |
|  | Phase One   | <p>Includes new normal self-screening requirements, or any two of the symptoms listed below:</p> <ul style="list-style-type: none"> <li>• Regular/productive cough</li> <li>• Fatigue</li> <li>• Muscle or body aches</li> </ul>   |

|  |  |   |
|--|--|---|
|  |  | <ul style="list-style-type: none"> <li>• Severe headache</li> <li>• New loss of taste or smell</li> <li>• Sore throat</li> <li>• Congestion or runny nose</li> <li>• Diarrhea</li> </ul> <p>As an additional measure, AGC will conduct thermal temperature scans on all employees, vendors and customers entering the facility.</p>                             |
|  | Full Pandemic Initiation or Acceleration | <p>Essential employees experiencing any influenza like illness symptoms must stay home. The facility is closed to non-essential employees, vendors, and customers, except for contactless deliveries and transactions.</p> <p>As an additional measure, AGC will conduct thermal temperature scans on all essential employees upon entry into the facility.</p> |

## Testing, Isolation and Contact Tracing

### Key Definitions:

- **Isolation** -- Separates sick people with a contagious disease from people who are not sick.
- **Quarantine** -- Separates and restricts the movement of people exposed to a contagious disease but have not become sick.

AGC maintains a log of all facility visitors. During off-site activities, the company maintains records of contacts through scheduled appointments, business cards received and/or meeting minutes. For the purposes of contact tracing, contact is defined as spending more than 15 minutes (ref: CDC prolonged period) within six feet of another person within 48 hours prior to illness onset. During a Pandemic, some contact may occur which may not be logged under these conditions. (e.g., taxi driver, business lunch meetings, etc.)

Employees are required to report illnesses to their supervisors if he/she misses work; additionally, AGC requires a doctor's note for three or more days missed (this policy may be waived in the case of severe acute respiratory illness). Confidentiality of the potentially infected person will be maintained by not disclosing their name outside of the supervisor, HR, and Senior VP of the division.

Under this current policy, if an employee fails a health screening as outlined in the Health Screening Policy, the company will:

1. Isolate the employee using one of the following methods:

- a. Send employee home to isolate.
- b. Isolate employee in designated area (e.g., room with exhaust vent to the outside and no recirculation into the building).

If an employee, tests positive for the pandemic disease, the company will:

1. Conduct contact tracing based on records of contacts that occurred while doing business with the potentially infected employee.
2. Inform the primary organizational contact with whom the infected employee had contacts so that they can take appropriate actions in accordance with their policy. In suspected cases, employees should request to be evaluated if they have been in contact with others in the course of work and shall provide this reasoning to their medical provider.

Upon notification from an external contact or public-health worker that any AGC employee potentially contacted an infected patient, the employee's supervisor shall be notified. The supervisor will review the circumstances to verify whether the employee experienced close contact or came in close contact with other employees. If so, the effected employee will be notified immediately and self-quarantine for 14 days per CDC guidance. If not, the employee will monitor their health and report any onset of influenza-like illness. If additional employees were in close contact with the potentially exposed employee, they will be notified and interviewed to determine if they need to self-quarantine. To protect privacy, contacts are only informed that they may have been exposed to an individual with the infection. The identity of the infected employee will not be revealed.

## Return to Work (Post-isolation)

The decision to return to work shall be made in the context of local circumstances: symptom-based or test-based strategy. The decision will be in conjunction with federal, state and/or local policies and CDC guidelines. Work schedules and practices may be modified or phased prior to resuming routine operations.

Persons who have pandemic symptoms and were directed to care for themselves at home may discontinue isolation under the following conditions:

- At least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing medications **and** improvement in respiratory symptoms (e.g., cough, shortness of breath); **and,**
- At least 10 days have passed since symptoms first appeared.
- **Or,** have been cleared by a medical professional with documentation.

Previous recommendations for a test-based strategy remain applicable; however, a test-based strategy is contingent on the availability of ample testing supplies and laboratory capacity as well as convenient access to testing.

**Persons who have influenza-like symptoms** and were directed to care for themselves at home may discontinue isolation under the following conditions:

- Resolution of fever **without** the use of fever-reducing medications **and**
- Improvement in respiratory symptoms (e.g., cough, shortness of breath), **and**
- Negative results of an FDA approved test from at least two consecutive respiratory specimens collected  $\geq 24$  hours apart (total of two negative specimens).
- **Or**, have been cleared by a medical professional with documentation.

## Sanitation Policy

At all times, not just during an outbreak, handwashing and sanitation facilities and/or supplies are available throughout AGC’s office. We have only one physical location, which enhances our ability to ensure the building remains fully stocked with sanitation items. This includes antiseptic hand cleansers or towelettes stationed at all workplace entrances, conference rooms, bathrooms, and clusters of employee workstations. If an outbreak occurs, AGC will require the use of hand-sanitizer by all personnel upon entry. At all times, AGC encourages employees, vendors and guests to use them whenever possible.

During an outbreak, AGC also requires employees to minimize contact with common surfaces such as counters, desks, tables, booths, pens, etc., when contact is not necessary. AGC will ensure the cleaning and sanitation of the following surfaces, equipment/tools as outlined in the table below.

| Equipment/tool  | Cleaning product        | Frequency      | Time of day                    | Responsible Party |
|---|-------------------------|----------------|--------------------------------|-------------------|
| Copy machine touchscreen  | Isopropyl alcohol wipes | After each use | Ongoing                        | Operator          |
| Office kitchen, counters, desks, conference room tables and doors | Isopropyl alcohol wipes | Twice daily    | At start and finish of workday | Administration    |
| Office supplies   | Isopropyl alcohol wipes | After each use | Ongoing                        | Operator          |
| Sign-in touchscreen   | Isopropyl alcohol wipes | After each use | Ongoing                        | Operator          |
| Toolkit   | Chlorox wipes           | 3Xs/day        | End of each shift              | Operator          |
| PPE (gloves, hardhats, glasses, safety vests)                     | Isopropyl alcohol wipes | After each use | Ongoing                        | Operator          |

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Employees will carry hand-sanitizer to administer before/after meetings, touching common surfaces and while traveling. The company shall conduct employee training on sanitation. Site-specific sanitation measures will be identified with the client and briefed to the team before travel.

These include:

- Prior to leaving their home/office/hotel and continue handwashing while off work (i.e., at home or during business travel).
- After completing a workplace visit where the team member handled equipment, supplies, chemical bottles.
- Before and after eating.
- Upon return to their home/office/hotel.
- After contacting frequently contacted surfaces in common areas or door handles, pens and other shared items.

AGC has selected the following work-practice controls to promote personal hygiene:

- Tissues (e.g., boxes placed in designated areas).
- Place open trash containers near restroom doors to allow employees to open doors using a paper towel.
- Hand soap dispensers.
- Hand sanitizer dispensers.
- Cleaning supplies (i.e., disinfectants and disposable towels for employees to clean their work surfaces).
- Employee education and training on influenza risk factors, preventive behaviors, and mitigation practices.

## Use and Disinfection of High Traffic Areas

The company will implement the following restrictions throughout each pandemic phase.

|  | <b>Phases</b> | <b>Restrictions Related to Use and Cleaning of Common Areas</b>   |
|--|---------------|---|
|  | New Normal    | Normal, daily cleaning by the facility cleaning contractor.<br>Unrestricted use of common areas.                  |
|  | Phase Three   | Light physical distancing; no person-to-person physical contact or sharing items without cleaning in between use. |



|  |  |  |
|--|--|--|
|  | Phase Two                                | Common areas occupancy will be limited to 50% of the designated number of people for each common area.   |
|  | Phase One                                | Employees will limit congregating in common areas to less than 15 minutes, maintain physical distancing to the greatest extent possible and no more than four at a time. |
|  | Full Pandemic Initiation or Acceleration | Common areas will be closed to employees.  |

The janitorial service contracted by AGC cleans the headquarters once every two weeks. AGC may increase scheduled cleanings during a pandemic, should the need arise. This practice further reduces the risk of personnel encountering contaminated surfaces.

## Business Travel

Business travel is essential to providing services to those customers located outside the Louisville Metro Area. Before conducting business travel, team leaders shall assess the legality and health risks associated with the travel plans based on destination regulations, requirements, and CDC guidelines. The team leader is responsible for contacting the visiting location to determine and comply with any specific local and customer/client requirements or policies. The team leader shall also identify and communicate to team members any specific prevention and control measures that will be implemented during the trip. AGC designates team leaders with the benefit/risk analysis and authorizing travel. AGC will implement the following practices based on the phase of the pandemic. AGC will provide PPE, hand sanitizer or other items to employees; employees are expected to understand and follow all guidelines, including external requirements and those of this plan.

|  | Phases      | Employer travel health and safety practices   |
|--|-------------|---|
|  | New Normal  | Practice good hygiene: <ul style="list-style-type: none"> <li>Wash hands with soap and water or use hand sanitizer (consult TSA rules).</li> <li>Sneeze or cough into a tissue or the inside of your elbow.</li> <li>Avoid touching your face.</li> </ul> |
|  | Phase Three | Includes new normal practices, plus the following: <ul style="list-style-type: none"> <li>Traveler must wash hands frequently.</li> <li>Allow unrestricted travel and staffing of worksites.</li> </ul>   |
|  | Phase Two   | Includes phase three practices, plus the following:   |

|  |               |   |
|--|---------------|---|
|  |               | <ul style="list-style-type: none"> <li>• Delay routine, non-essential travel, unless benefit exceeds the risk.</li> <li>• If travel is deemed essential, the employee must receive team leaders' authorization for travel and submit a mitigation plan.</li> <li>• Carry disinfection wipes for use on common surfaces such as: aircraft arm rests, tray table, luggage handles, rental car door, rental car steering wheel and handles, hotel door handle, etc.</li> <li>• If an employee experiences influenza-like illness while traveling, the employee will self-isolate in their hotel room, seek medical attention using telehealth services, and notify their supervisor immediately.</li> <li>• If additional signs or symptoms develop, the employee shall continue to self-isolate, follow the advice of their medical provider and keep their supervisor updated daily on the status of their condition.</li> </ul> |
|  | Phase One     | <p>Includes phase two practices, plus the following:</p> <ul style="list-style-type: none"> <li>• If travel is deemed essential; the employee must receive team leader authorization for travel and submit a mitigation plan.</li> </ul>  |
|  | Full Pandemic | <p>Includes phase one requirements, plus the following:</p> <ul style="list-style-type: none"> <li>• Mission critical travel only, authorized by exception with written approval from AGC's co-founders.</li> </ul>   |

Team leaders or employee will review legal requirements pertaining to the intended destination to identify:

- State or local Executive Orders or Regulations related to the pandemic.
- Current phase of re-opening and associated restrictions and protective requirements.
- Restrictions/requirements on clients or customers arriving from out-of-state.
- Restrictions/requirements imposed on employees traveling outside their home country, state, or county to include border closures.
- Restrictions/requirements imposed on employees returning to their home state or county.

Risk will be assessed using the following factors defined in subsections below and applied to the following risk matrix.

1. Probability of exposure: number of cases in the locality within the last 2 weeks divided by the population.
2. Probability of transmission:
  - Large scale community transmissions (increasing cases per day over 2-week period; large percentage of population infected).
  - Widespread/sustained transmissions escalating (increasing cases per day over 2-week period).
  - Sustained transmissions de-escalating (Decreasing cases per day over 2-week period).
  - Isolated cases/limited transmission (variable cases per day).

Severity of transmission: % of peak cases/hospitalizations/deaths

| Hazard Severity Ranking Selection Information |  | Hazard Probability Ranking Selection Information |  |
|---|--|--|--|
| Selection                                     | Definition   | Selection  | Definition   |
| <b>CATASTROPHIC</b>                           | Loss of ability to accomplish the mission or mission failure. Death or permanent disability. | <b>FREQUENT</b>                                  | Occurs continually during a specific mission or operation.     |
| <b>CRITICAL</b>                               | Significantly degraded mission capability, unit readiness, or personal disability.           | <b>LIKELY</b>                                    | Occurs at a high rate, but experienced intermittently          |
| <b>MARGINAL</b>                               | Degraded mission capability or unit readiness. Injury or illness of personnel.               | <b>OCCASIONAL</b>                                | Occurs sporadically (irregularly, sparsely, or sometimes).     |
| <b>NEGLIGIBLE</b>                             | Little or no adverse impact on mission capability. First aid or minor medical treatment.     | <b>SELDOM</b>                                    | Occurs rarely within exposed population as isolated incidents. |
|   |  | <b>UNLIKELY</b>                                  | Occurs very rarely, but not impossible.                        |

| HAZARD SEVERITY RANKING | HAZARD PROBABILITY RANKING |                       |                 |                 |                 |
|-------------------------|----------------------------|-----------------------|-----------------|-----------------|-----------------|
|                         | Frequent                   | Likely                | Occasional      | Seldom          | Unlikely        |
| <i>Catastrophic</i>     | <b>Extremely High</b>      | <b>Extremely High</b> | <b>High</b>     | <b>High</b>     | <b>Moderate</b> |
| <i>Critical</i>         | <b>Extremely High</b>      | <b>High</b>           | <b>High</b>     | <b>Moderate</b> | <b>Low</b>      |
| <i>Marginal</i>         | <b>High</b>                | <b>Moderate</b>       | <b>Moderate</b> | <b>Low</b>      | <b>Low</b>      |
| <i>Negligible</i>       | <b>Moderate</b>            | <b>Low</b>            | <b>Low</b>      | <b>Low</b>      | <b>Low</b>      |

## Mitigation Policy

AGC will determine the level of community transmission at the destination based on local public health data and select from the following prevention and mitigation measures when developing the travel safety and mitigation plan. If the level meets the definition of “substantial” in accordance with the CDC mitigation strategy guidelines, the company and its employees will carry out the following steps:

- Follow all company policies:

- Physical (social) distancing and protective equipment.
  - Health screenings.
  - Testing, isolating, and contact tracing.
  - Sanitation.
  - Use and disinfection of common and high-traffic areas.
  - Business travel.
- Lodge, dine and shop in a nearby county/city with lower levels of community transmission, when possible.
  - Stay at home or at the hotel when sick.
  - Use face coverings when physical distancing cannot be maintained.
  - Adopt host client’s prevention and mitigation measures.
  - Implement contactless or curbside pickup measures, as applicable.
  - Disinfect shared vehicles and equipment such as keys, steering wheel, levers, buttons, handles, seat belt, and fuel cap. (Reference: AIHA Returning to Work: Rideshare, taxi, limo, and other passenger drivers-for-hire).
  - Avoid pooled rides with multiple passengers or close contact with passengers, when possible (AIHA).
  - Use contactless credit card or payment systems (such as apps or mobile pay), where available.
  - Employees will handle their own baggage.

## Mitigation per CDC Guidelines

The CDC published the *Key Concepts* listed below to support disease mitigation. AGC officially acknowledges their validity and developed this *Pandemic Response and Mitigation Plan* to address each of these concepts:

- **Slow disease transmission.** AGC’s goal is to adopt steps within this plan to slow the transmission of disease and to protect individuals at increased risk for severe illness, including older adults and persons of any age with underlying health conditions, and the healthcare and critical infrastructure workforces.
- **Emphasize individual responsibility.** Based on emphasizing individual responsibility for implementing recommended personal-level actions, empowering businesses, schools, and community organizations to implement recommended actions, particularly in ways that protect persons at increased risk of severe illness, focusing on settings that provide critical infrastructure or services to individuals at increased risk of severe illness, and minimizing

disruptions to daily life to the extent possible.

- **Tailor strategies to target population.** Each community is unique, and appropriate mitigation strategies will vary based on the level of community transmission, characteristics of the community and their populations, and the local capacity to implement strategies. Consider all aspects of a community that might be impacted, including populations most vulnerable to severe illness and those that may be more impacted socially or economically, and select appropriate actions. Mitigation strategies can be scaled up or down depending on the evolving local situation. When developing mitigation plans, communities should identify ways to ensure the safety and social well-being of groups that may be especially impacted by mitigation strategies, including individuals at increased risk for severe illness.

AGC will follow the CDC mitigation strategy guidelines, in which the mitigation activities conducted will be according to the level of community transmission or severity of the outbreak as defined below:

- **Substantial:** Large scale community transmission, healthcare staffing significantly impacted, multiple cases within communal settings like healthcare facilities, schools, mass gatherings, etc.
- **Minimal to Moderate:** Widespread and/or sustained transmission with high likelihood or confirmed exposure within communal settings with potential for rapid increase in suspected cases.
- **None to Minimal:** Evidence of isolated cases or limited community transmission, case investigations underway, no evidence of exposure in large communal setting, (e.g., healthcare facility, school, mass gathering).

## Post-pandemic Process -- Lessons Learned

Once the outbreak has subsided (as determined by either local, state, or federal guidelines), plan owners will interview all supervisors, account managers, division heads, etc. to ascertain the plan's overall effectiveness and whether any sections require amendments. Specifically, this discovery process will focus on:

- Ascertaining total number of employees infected (assuming infections occurred) and health status of each upon back-to-work phase. For each positive case, determining whether proper actions were carried out by the infected employee along with his or her supervisors' actions.
- Effectiveness of all communiques issued during the outbreak -- including content, channel of delivery and frequency -- to ensure all employees and external stakeholders were fully informed regarding AGC's mitigation steps, infection control procedures, workarounds, and other action steps.

- Employee behaviors pertaining to distancing; sanitation; PPE; health screening requirements; business travel; etc. were followed according to plan or any problems that hindered effectiveness of these components.
- Email will be sent to all employees asking for any feedback, comments, suggestions regarding plan rollout to ascertain any changes or potential improvements.

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