



IH SERVICES
INCORPORATED



COVID-19

POLICIES, PROCEDURES
AND PROTOCOLS

2020

UPDATED:
MARCH 14, 2020

1. Executive Summary

We are the first line of defense in the continuing health and safety of our customer and their employees and the preemptive actions we take and the protocols we employ will have a direct impact on our ability to contain and/or mitigate the COVID-19 virus.

The purpose of this document is to outline the procedures and protocols that will be followed when disinfecting and sanitizing customer facilities until further notice. These protocols will change based on the threat level of COVID-19.

It is also important to note that our disinfecting and sanitizing products are in high demand and in some cases, difficult to obtain. We are making every effort to maintain a level of these products that insures there is no interruption in service.

This information has been updated to reflect an assumptive conclusion that the requirement to provide disinfection and sanitization will increase as we proceed through this pandemic. It is also assumed that when the pandemic has been lifted, many customers will want to insure their entire facility is virus-free.

These procedures are in compliance with all known CDC and OSHA guidelines and regulations that are in force as of this date.

Lastly, educating our associates during this pandemic event is critical to our performance. All additional tasks are for precautionary purposes utilizing normal PPE (gloves and safety glasses). We will not place our associates in a hazardous situation and we will follow standard cleaning procedures until circumstances dictate otherwise.

2. Threat levels

Level #1: There is no confirmed case of COVID-19 or other illnesses but our customer requests staff to provide enhanced or deep cleaning within the facility.

Level #2: You are notified that someone was removed from the facility with flu-like symptoms and sent to their respective medical provider.

Level #3: There is a confirmed case of COVID-19 in the facility and the customer requests our assistance in decontaminating the affected areas.

3. Notifications

Level 1: If our customer requests that you increase frequencies for disinfection or requests additional areas to be treated and no additional labor is required, please notify your District Leader so the request is properly documented.

If our customer requests increased disinfection and additional labor is required, you must contact your District Leader and he/she will notify their respective Regional Vice President.

No additional PPE is required.

Level 2: If our customer informs you that one or more of their employees has been removed from the facility for flu-like symptoms or another illness, you may operate under the guidelines established under Level 1. If a COVID-19 event is confirmed, you must cease all operations and follow the notification protocol under Level 3.

No additional PPE is required.

Level 3: In the event you have a customer who has a confirmed (positive test result) case of COVID-19 and they request you (IH Services, Newbold Services, A Services Group) to clean the exposed area you will notify Haley Brunson, Operations Coordinator immediately at (hbrunson@ihservices.com) and copy Paul Jameson, President IH Services, Newbold Services (pjameson@ihservices.com) as well as Gunter Langston, VP of Human Resources (glangston@ihervices.com) If this request is made from an A Services Group customer facility, you will also notify Walt Glenn, President A Services Group. (wglenn@aservicesgroup.com)

4. Possible scenarios when confronted with a confirmed COVID-19 case.

Option #1: Gatekeeper Maintenance will be the primary responder to all requests involving a COVID-19 confirmed case in a customer's facility.

Option #2: Gatekeeper may deploy an Onsite Supervisor to the location with all required disinfectants and PPE and use the onsite janitorial staff to conduct the disinfection and sanitization. Complete training will be provided prior to beginning any work.

Paul Jameson will be the final authority in deciding which option will be used and will coordinate all communication between our customer and Gatekeeper Maintenance.

5. Safety

Safety is paramount when operating in a COVID-19 contaminated area and the following information will be communicated via your Five For Zero to all personnel prior to commencing operations. Follow the information given in the Pandemic 540 Safety Briefing in Attachment 1 to this document.

6. Supplies and Consumables

As you would expect, there is a major demand for disinfectants, hand soap and hand sanitizer in the distribution system. To insure there is no interruption in service, please adhere to the following:

- You will maintain a one month supply of disinfectant. For most, this will be either the Spartan HALT or the Diversey Oxivir 516. Normal ordering procedures will be followed. Some disinfecting products are on back order but continue to place necessary orders to put your order in "que."
- If there is an interruption in on time deliveries, please notify your District Leader to identify alternative products and availability.

- It is reasonable to expect an increased usage in our day to day operations so it is imperative that you conduct daily inventories to measure usage and place orders accordingly to avoid any delays.
- We will be monitoring all orders and be working with our distributors to expedite product delivery where possible.
- For those that launder their microfiber cloths, these will be treated as hazardous material and therefore safety glasses and gloves will be worn when transporting and laundering. These cloths should be placed in a plastic bag that is tied or sealed and the bag should be properly disposed of.
- If you provide consummables, you will maintain a 30 day supply in inventory. This includes hand soap, sanitizers, paper towels etc.
- If you exceed your capacity for storage, please address this with your customer and designate additional temporary storage.

7. Disinfecting “High Touch” surfaces

We will continue to sanitize and disinfect all areas within our scope of work but will put special emphasis on high traffic/high touch surfaces. These surfaces may include the following:

Team Rooms: doorknobs, desk, light switches, desk top phones and other frequently touched surfaces

Restrooms: Restroom fixtures, doorknobs, light switches, and other frequently touched surfaces

Turnstiles

Main Entrances doors

Water Fountains

Break areas: Counter tops, tables, microwave door handles, vending machine doors

Offices: doorknobs

Stair Handrails

Security Guard bldgs

8. Training new staff members

When operating under these conditions every staff member must adhere to their respective JSHA for proper cleaning guidance. Training on disposal of hazardous waste is extremely important. Do not assume anything. If additional training is required, it must be done and documented. There can be no excuses.

9. Daily communication with your customer and staff

Customer: It is essential that you communicate with your customer on a daily basis to insure that we are responding to their priorities. It is vital that you notify your customer of any unexpected absenteeism and develop priorities for disinfecting with available staff. It is recommended that you communicate with your customer at the beginning and end of each shift. If at any time you are made aware of a change in threat level that requires additional PPE, you must notify your District Leader immediately.

Staff: It is important to communicate with your staff for any changes in workflow or job schedules that need to be adjusted. You must also insure that they are knowledgeable of the disposal requirements of all contaminated material. The appropriate PPE must be worn at all times; there are NO excuses.

10. We are truly in this together

Everyone in your facility must work together to avoid the spread of COVID-19. You and your customer must work together to insure everyone is adhering to the hygiene regimen that prevents the virus from spreading.

This includes:

- **Do not come to work sick. You should take a moment to visually examine your staff for any signs of illness. There will always be times when someone comes to work because they need the paycheck and just “gut it out” for 8 hours. This cannot be allowed during this pandemic period. If anyone is sick, send them home or to their medical provider.**
- **Wash your hands frequently and vigorously for a minimum of 20 seconds. As you enter the restroom, wash your hands. When you break for lunch, wash your hands. When you finish eating, wash your hands. As you clock out to go home, wash your hands. You can’t do it too much!**
- **Do not shake hands, hug or kiss or come into contact with another person during this pandemic. The virus can remain on clothing, hands and other body parts for a long period of time. If you accidentally come into contact, wash your hands.**
- **Cover your mouth with a tissue or towel when coughing or sneezing and dispose of the tissue properly.**
- **Maintain a distance of at least 6 feet from other people and avoid a gathering of 10 or more people. You may be called on to rearrange the seating in the break room or cafeteria that adheres to the 6 feet rule or to restrict lunch breaks to areas that adhere to less than 10 people.**

As stated in the Executive Summary, we are the first line of defense in protecting the health and safety of our customer as well as our staff and to accomplish this during this pandemic period, it is imperative that we assume that everything is contaminated and take the appropriate and cautious steps to eliminate all potential threats to the spreading of this virus. Together we can do just that!

Paul Jameson
President, IH Services Newbold Services

Walt Glenn
President, A Services Group

Pandemic Five for Zero Safety Briefing

- **What is a Pandemic?**

A pandemic is the global outbreak of a disease. There are many examples in history, the most recent being the COVID-19 pandemic, declared as such by the World Health Organization on March 12, 2020.

- **What is Coronavirus?**

Coronaviruses are a type of virus. There are many different kinds, and some cause disease.

- **What is COVID- 19?**

COVID-19 is an infectious disease caused by a new virus. The disease causes respiratory illness (like the flu) with symptoms such as a cough, fever, and in more severe cases, difficulty breathing. You can protect yourself by washing your hands frequently, avoiding touching your face, and avoiding close contact (1 meter or 3 feet) with people who appear to be sick.

- **Can I get COVID-19 from touching surfaces?**

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads. A recent study found that the COVID-19 coronavirus can survive up to four hours on copper, up to 24 hours on cardboard, and up to two to three days on plastic and stainless steel. The researchers also found that this virus can hang out as droplets in the air for up to three hours before they fall. But most often they will fall more quickly.

- **How do you kill it?**

Like the coronaviruses that cause the common cold and seasonal influenza, the novel coronavirus that brings on Covid-19 is vulnerable to such standard interventions as soap, water, bleach, UV light, and alcohol-based cleaners. The EPA has listed all disinfectants that are approved to kill this particular virus. Please see Section 6 for further guidance on approved disinfectants.

The best prevention is protection

- **Wear your PPE**

We provide gloves so wear them while cleaning all surfaces-

Don and doff your gloves using the proper method

Do not touch the outside of your glove with an ungloved hand.

Wear your safety glasses, when you are on the clock they should be on your face

Attachment 1

- **Don't touch your face**

Definitely don't touch your face with your dirty gloves but also limit touching your face when your gloves are off as this will help stop the spread of many illnesses. Particularly your mouth, nose and eyes.

- **Wash your hands rigorously**

Wash your hands several times a day for at least 20 seconds with warm soap and water

Wash your hands whenever you take off your gloves

Wash your hands before and after eating

Wash your hands entering and leaving a restroom.

You cannot wash your hands too much.

WebMD

COLD VS. FLU VS. CORONAVIRUS

SYMPTOMS	COLD	FLU	CORONAVIRUS** (can range from mild to serious)
 Fever	Rare	High (100-102 F) Can last 3-4 days	Common
 Headache	Rare	Intense	Can be present
 General Aches, Pains	Slight	Usual, often severe	Can be present
 Fatigue, Weakness	Mild	Intense, Can last up to 2-3 weeks	Can be present
 Extreme Exhaustion	Never	Usual (starts early)	Can be present
 Stuffy Nose	Common	Sometimes	Has been reported
 Sneezing	Usual	Sometimes	Has been reported
 Sore Throat	Common	Common	Has been reported
 Cough	Mild to moderate	Common, Can become severe	Common
 Shortness of Breath	Rare	Rare	In more serious infections

Sources: National Institute of Allergy and Infectious Diseases. CDC. WHO. **Information is still evolving