

MARSDEN FREQUENTLY ASKED QUESTIONS

ABOUT COVID-19 - APRIL 20, 2020

What is COVID-19?

COVID-19 is an acronym that stands for **coronavirus disease of 2019**. A Coronavirus is a type of virus that can cause diseases in people. This novel (new) coronavirus was first detected in Wuhan City, China, and is causing an outbreak of respiratory illnesses.

What is a pandemic?

A pandemic refers to a global outbreak of a specific contagious illness. Pandemics happen when a new virus begins to infect people and can easily spread between people. Once the virus spreads worldwide and affects a large number of people, it is considered a pandemic.

What are the symptoms?

According to the Centers for Disease Control (CDC), typical symptoms include fever, cough, fatigue, and shortness of breath. Less common symptoms include headache, body aches, nasal congestion, runny nose, sore throat and diarrhea. Symptoms are similar to the common cold or flu. Symptoms range from mild to severe, including pneumonia and, in rare instances, death. Symptoms appear 2-14 days after exposure according to health officials.

How is it spread?

Most commonly, COVID-19 is spread person-to-person, which means between people in close contact (within 6 feet) through droplets in the air caused by sneezing or coughing. The droplets can land in the nose or mouth of those nearby and possibly be inhaled into the lungs. Another *possible, but less likely*, mode of spread is by touching a surface or object with virus on it and then touching your own mouth, nose, or eyes.

THE COMPANY'S SITUATION

What is the company doing to deal with this crisis?

In early March, Marsden and its subsidiary companies established a COVID-19 Task Force. The Task Force monitors and alerts the enterprise of developments related to the pandemic; consults daily with the Center for Disease Control (CDC); works with senior leadership to develop our overall response; creates business plans and new operating plans; and establishes new ways to obtain hard-to-get cleaning chemicals and other supplies.

Is the company taking special precautions regarding COVID-19?

The company is taking the COVID-19 situation very seriously and responding accordingly. Your safety is our top priority and we are taking many additional precautions to ensure that our teams are working safely and that we have enough PPE for everyone to perform their tasks. The COVID-19 Task Force is meeting daily to discuss other precautions, action items, and decisions that need to be made in response to COVID-19.

What does it mean to be an "essential service"?

An essential service is a service that is absolutely necessary and part of the critical infrastructure of a community. In other words, the community could not function without it and people's lives would possibly be in danger if it was not provided. For example, grocery stores are essential because people need to be able to buy food and they cannot be closed during a pandemic.

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Because these services cannot be shut down, they are exempted from stay-at-home orders. Facility services, janitorial, mechanical and security services are considered essential services, which means that our company is able to continue operating even through stay-at-home orders.

Has anyone in the company tested positive for COVID-19?

Yes. Through April 21, we have had four (4) cases of COVID-19 nationwide. We do not have any concentrated areas of infection; these cases are spread out across the country. It is nearly impossible to know how or where these individuals became infected, but we are investigating. Those ill employees have been excused from work. We maintain regular contact with them to support them and monitor their progress toward recovery and we do additional fact finding to minimize exposure to others.

The health of our employees is our top priority and we are actively working to prevent employee illness. Our organization is implementing multiple methods to monitor the health and safety of our people. This includes establishing the COVID-19 Task Force as well as regular conversations with our managers, our customers, and a newly instituted COVID-19 Helpline for employees to report illnesses and to ask questions or voice concerns. We are making every effort with PPE, proper protocols, and consistently reviewing information from the CDC and the WHO to implement practices for the health and wellbeing of our employees.

Has anyone in the company died from COVID-19?

No.

PPE

Does the company have enough Personal Protective Equipment (PPE) to keep me safe while working?

Your safety is our top priority. We would never ask you to perform a task for which you did not have the proper PPE. The PPE you are provided is based on the work being completed and for most services, additional PPE is not required. The company's leaders are monitoring the situation and if anything changes, we will provide you with any required additional PPE. We have a group of leaders meeting daily to ensure we have access to the supplies we need to safely perform our work.

What should I do if I don't have the proper personal protective equipment (PPE) to do my job?

If you do not have the required PPE to perform your assigned tasks, do not begin work. Contact your supervisor, a Safety representative, or an HR representative. If you don't know what the proper PPE is to perform your work safely, immediately contact your supervisor or local Safety representative and do not begin the work until the proper PPE is provided.

I have concerns about the PPE I've been provided; who do I call?

Your first point of contact is your supervisor. They know the PPE required for the job. If you still have questions, please contact your Safety representative:

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Environmental, Health, and Safety (EHS) Team

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We also have an anonymous, confidential reporting line to report any workplace concern. You can contact the OpenLine at 888-208-2532 at any time.

COVID-19 ILLNESS

What is going to happen to me if the company finds out someone I've been working with has COVID-19?

We want to keep you working, if possible, but above all we want to keep you and others safe. If you have been working with someone who has tested positive for CV19 or has symptoms of COVID-19 (such as cough, fever, or difficulty breathing), your manager, a safety representative and/or an HR representative will investigate the situation. If the investigation confirms that you may have been exposed to a person with a confirmed or suspected case of COVID-19, you may be sent home to self-quarantine. This is for your safety and the safety of others. If you are asymptomatic (don't show signs of being sick) you may be allowed to continue working if you wear a facial cover at work.

What do I do if a family member gets sick?

If a family member is diagnosed with COVID-19, please report this to your manager and the COVID-19 Helpline at (866) 216-3782. If you are asymptomatic (not showing signs of being sick) you may be allowed to continue working if you wear a facial cover at work. In some situations, your manager may ask you to self-quarantine for 14 days to ensure you do not have any symptoms and are able to safely return to work.

I don't feel well but I can't afford to miss a shift; what should I do?

We care about your wellbeing, both physically and financially. The first priority is to make sure you are healthy. If you don't feel well, do not report to work. Working when you are sick is dangerous to yourself and others and we would never want you to be in that situation. If you are sick, call your manager and let him or her know you are sick and then call the COVID-19 Employee Helpline at (866) 216-3782 to report your illness. Your manager and/or an HR representative will then work with you to decide what we can do to help you while you are out of work. Options include using vacation, sick time, or PTO benefits. If you have to take an unpaid leave of absence, we can help you apply for unemployment benefits. You may also have the option of making up hours when you have recovered and are back at work.

Am I going to get COVID-19 from being in a building where there was a confirmed case?

Just because you are in a space where someone who had the virus was present does not mean you will get sick. It is very likely that most gas stations, grocery stores, and workspaces will eventually have someone with a case of COVID-19 in the building.

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If you follow the proper precautions recommended by the CDC at work and in daily life and if you wear and handle your PPE properly, it is unlikely you will become sick. If you suspect you have become ill from the workplace, please contact your supervisor immediately and the COVID-19 Helpline at (866) 216-3782. The helpline is monitored by our Safety and HR professionals.

Will I be asked to clean a building with a confirmed case of COVID-19?

There may be instances of customers requesting specialized cleaning in response to a confirmed case of COVID-19. The Company provides three levels of cleaning beyond standard cleaning protocols (Level 1, 2, or 3). Level 2 or Level 3 applies disinfection services in instances of a confirmed or presumed case of COVID-19. In these scenarios, a team of specialists who have received extra levels of training will be involved who have the chemicals and equipment to do the proper cleaning, disinfection and remediation services that are required. In all cases, special PPE is provided for Level 2 and Level 3 cleaning.

How do I keep my family safe from my “bringing home” anything from my workplace?

It's very important that you follow The company's "[Stay Safe at Work](#)" guidelines, proper PPE donning and doffing, and other safety measures for your own health and the health of your loved ones. In addition to these tools, the CDC provides the following guidance:

- Wash your hands frequently
- 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. If no tissue is available, sneeze and or cough into the crease of your elbow (not on your hands)
- Clean and disinfect frequently touched objects and surfaces
- If you venture outside for essential shopping or work, when you arrive home, take off your clothes (in a designated isolated area at home), bag them and launder them.

If you are concerned about passing something to your family, you could consider wearing a mask at home. While everyday masks do offer some measure of self-protection, they primarily prevent you from spreading your germs to others.

I heard someone in the company has COVID-19. Can I tell people?

You should never share private health information about someone else without their permission. Even if you have permission, please use good judgment. Spreading rumors – true or false – in the workplace is not professional. We trust each employee will do the right thing and report their own condition to their manager, self-quarantine, and follow the advice of their healthcare professional.

JOB SECURITY AND LEAVES OF ABSENCE

Is the company losing business because of all the stay-at-home orders?

We do not want any of our employees to lose their jobs because our clients have had to close their buildings and are developing strategies to keep our teams working even if buildings are closed. The company has a diverse client base, which means that we do business with many different industries and not all of these industries have to close because of stay-at-home orders. We also offer a range of services, which means that even if clients have to temporarily suspend

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one service (like janitorial) we may be able to offer them a different service. Many customers have requested a continuation of our cleaning, security, and mechanical services. However, some of Marden's customers have suspended services due to the temporary closures.

Is the company going to lay people off? Where? When? Who will get laid off? Will they be rehired?

We are doing everything in our power to avoid layoffs. In some locations, certain client facilities are closed and as a result, we have had to temporarily lay off employees. Where, when, and who will get laid off depends on where temporarily client facility closures occur and for how long. If layoffs occur, the company's intent is to return employees from temporary layoff to work as soon as possible. During this time, the company strongly encourages employees to file for unemployment benefits. Many states have waived waiting periods and there is a federal supplemental benefit for those who have become unemployed for COVID-19 reasons. Employees who have had their hours reduced should also apply for unemployment benefits.

Do I qualify for unemployment and how do I apply?

Our company doesn't determine who qualifies for unemployment insurance; it is the state government who decides who receives benefits, not the company. Generally speaking, you are eligible for unemployment benefits if you became unemployed through no fault of your own, including layoffs, lack of work, and decreased work. If you have been laid off or your hours have been reduced because of COVID-19, you may qualify. To find out if you qualify, contact the state unemployment agency in the state where you worked. The state unemployment agency typically publishes resources to help people apply for unemployment benefits and you should be able to apply online at your state government's website.

Am I going to keep my job?

We care deeply about our employees and we do not want anyone to lose their job, even temporarily. We are doing everything we can to ensure work is available for as many of our employees as possible. Every day, the leadership in this organization is doing everything they can to keep our employees working. If we cannot keep you working, we will give you as much notice as we can and help you to the best of our ability and if possible, hire you back as soon as we can.

Will I get paid for sick time if I have COVID-19? Or if I am told I must quarantine for 14 days because I was in contact with someone who was sick with COVID-19?

If you are ill or are required to quarantine, you can use any accrued paid sick, vacation, or paid time off. If you do not have these benefits, you may take an unpaid leave of absence. If you take an unpaid leave, we encourage you to apply for unemployment benefits. Your manager and/or an HR representative can help you determine if your leave of absence will be paid or unpaid and help you determine what your options are.

I have to stay home with my children because they aren't in school. Am I going to lose my job?

Your family needs are important to us and we are working to develop creative solutions to help you balance home and work requirements. We are offering scheduling flexibility whenever possible and work-from-home options for those who can do their job remotely.

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I am scared to come to work but I don't have symptoms. Do I have to work?

You should always inform your manager if you feel unsafe and explain your reasons. In response, our aim is to evaluate your circumstances, and educate and equip you to be safe performing your role. If you have seen concerning workplace conditions and have already shared with your manager, call the COVID-19 Helpline at (866) 216-3782 for assistance. We do not want you to feel concerned and fearful. We will work with you to determine if there are ways you can continue working without feeling unsafe, such as working in a different building or some other accommodation. We cannot promise we can accommodate every request, but we will do our best to answer your needs.

I'm willing to volunteer to go on unemployment. Can I?

If you have concerns about coming to work, please speak to your manager or a safety and/or HR representative immediately. We want to understand your concerns and we will work to resolve them. If you still have concerns, please speak with your manager about your options including an unpaid leave of absence for up to 30 days.

WORKPLACE SITUATIONS

Why does a client want to take my temperature, and do I have to agree with that?

Some of our clients may require that your temperature be taken as a condition to entering their facility. We are asking people to self-monitor, including taking temperatures at home, but we also understand that our clients are trying to do the right thing and protect people from contracting COVID-19. If a client makes this request, please know that our main concern is your safety and security. We coordinate with all our clients who are requiring temperature taking to ensure they are doing so in a respectful, private, and safe manner. If you are uncomfortable with having your temperature taken, please immediately report your concerns to your manager. You are, of course, not required to agree to having your temperature taken, but if a client insists on this, you will not be able to work at that location unless you comply.

If your temperature is taken and you are turned away, please contact your manager immediately and contact the COVID-19 Helpline at (866) 216-3782.

What if a client tells me to go home because they suspect I'm sick?

Contact your supervisor immediately and contact the COVID-19 Helpline at (866) 216-3782.

What should I do if I feel uncomfortable or unsafe at work?

If you do not feel comfortable or feel unsafe at their work site, contact your supervisor immediately. If you are uncomfortable contacting your supervisor first, contact an HR or Safety representative. We also have an anonymous, confidential reporting line if you have any workplace concerns. You can contact the OpenLine at 888-208-2532 at any time.

COMMUNICATION

Where do I go to find out what's going on?

If you can speak with your manager, he or she will be the most able to directly answer any questions you might have. If you cannot reach your supervisor or have additional questions, the best place to go for information is our Employee Resources page at

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<https://www.marsden.com/covid>. Because we understand how important it is for you to know what's happening, we are using many existing and some new ways to communicate with employees. We are sending employees text messages and emails, scheduling in-person meetings, and hosting virtual meetings and training sessions.

I have concerns about my medical privacy; who do I call?

If you have concerns about the privacy of your medical information, it is important to contact your local HR person or the COVID-19 Helpline at (866) 216-3782 to discuss your concerns.

I don't understand everything that's going on; who can I talk to?

This is a difficult time for us all. It is normal to be confused or frustrated. Please contact your Manager or HR for work-related questions and Safety for safety questions. We will do our best to answer your questions or connect with resources to help you find the answers.