



**MARSDEN**  
SERVICES

*Caring for Your Workplace*

# COVID-19 Preparedness Plan

June 29, 2020

Employee Preparedness Plan

This Preparedness Plan is intended to satisfy the published guidelines of the CDC, OSHA, state departments of health, and any applicable state orders. This Preparedness Plan shall supplement, not replace, any legal requirements in the state where each office is located. The Company will follow any state or local laws to the extent they conflict with this Preparedness Plan. The Company reserves the right to unilaterally modify, revoke, or terminate any provision of this Preparedness Plan for any reason, including to conform to any new guidance issued by the CDC, OSHA, or other regulatory agency



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Guy Mingo, Chief Executive Officer

June 30, 2020

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Date

**CONFIDENTIAL**

This material contains confidential information and the release or duplication of this material is not permitted except by written authorization of Marsden Holding, L.L.C.

## **DISCLAIMER**

This document is for general information purposes only and should not be construed as legal or medical advice. Before reopening any facilities, Marsden encourages customers to consult with their own legal, medical, and other professionals, as well as any guidance issued by federal, state, and local health agencies, including the Centers for Disease Control and Prevention (CDC).

## Contents

Introduction .....	6
Response Plan .....	6
Communication Plan .....	7
Employee Health and Safety Plan .....	8
Health and Safety Protocols.....	8
Self-Screening Policy .....	8
Social Distancing Requirements.....	10
Hygiene Best Practices .....	11
Training, Enforcement, and Compliance .....	11
Additional Guidance and Policies.....	12
Reopening Company Offices Plan .....	12
Social Distancing .....	13
Phased Return.....	13
Visitors .....	14
Disinfection Cleaning and Facility Maintenance.....	14
Supplies and Personal Protective Equipment (PPE).....	14

# INTRODUCTION

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Marsden Services, L.L.C and affiliated companies (the “Company”) are committed to providing a safe and healthy workplace for our employees. To that end, the Company has adopted this COVID-19 Preparedness Plan by following applicable guidance from the Centers for Disease Control (“CDC”), Occupational Health and Safety Administration (OSHA), and state departments of health.

# RESPONSE PLAN

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In response to the COVID-19 (Coronavirus) pandemic, the Company has prepared a comprehensive response plan, of which this preparedness Plan is a part. We also have a Continuity Plan, Microbial Preventative and Remediation Plan, and COVID-19 Operations Plan. Other key aspects of our response plan include:

- **COVID-19 Task Force.** The Company established a COVID-19 task force in March 2020. The task force monitors and alerts the enterprise of developments related to the pandemic; consults daily with the CDC; works with senior leadership to develop our overall response; creates business plans and new operating plans; develops and deploys communication strategies across the enterprise; and establishes new ways to obtain hard-to-get chemicals and other supplies. The task force is a multifunctional group with representatives from various departments, including operations, procurement, EHS, legal, HR, and marketing. The task force works to sustain the business through this pandemic and ensure that all of our associates are provided with the supplies and information necessary to work safely.
- **Relief fund.** The Company has established an emergency relief fund for our employees who are struggling financially due to COVID-19. Employees can submit an application for financial assistance for approved COVID-19 related financial expenses or hardships.
- **Cleaning Coalition of America Membership.** The Company is one of the founding members of the Cleaning Coalition of America (CCA). The CCA was formed during the COVID-19 pandemic to represent and advocate for the needs of commercial cleaning companies and their employees. The CCA is asking the United States Congress and Administration to support targeted measures that will help ensure the continuity of building service contractors’ business operations and ensure ongoing employment for the building service contractor workforce.

# COMMUNICATION PLAN

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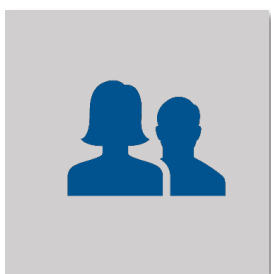
- The COVID-19 task force will meet daily for the foreseeable future. Daily briefings are prepared by the task force to disseminate to our managers. And additional briefings regarding COVID-19 updates, personal prevention recommendations, and statements directly from various health organizations is also communicated daily and available to clients, if desired.
- The Company established a COVID-19 webpage on our website, <https://www.marsden.com/covid-19/>. We provide client resources and employee resources on this public-facing webpage, which is updated at least once a week with new resources.
- The Company sends two communications to all employees each week via text blast and email to remind them of the things they can do to protect themselves and others from COVID-19; this communications access also supports our overall emergency response plan for any type of situation. Employees are frequently directed to our COVID-19 Employee Resources webpage for ease of access to information regarding COVID-19 prevention.
- The Company's internal call center is staffed 24/7/365
- The Company has established a COVID-19 Helpline and it is staffed M-F, 9am-9pm by our safety and HR professionals. It also has voicemail and calls are returned within one business day.
- All the Company employees have access to our Openline portal, which is available 24/7/365 for employees to report concerns anonymously
- Our robust online EHS resource center is available to all managers in the enterprise
- We hold virtual town halls to provide information to clients and to staff, including HR town halls, manager town halls, and so forth.

# EMPLOYEE HEALTH AND SAFETY PLAN

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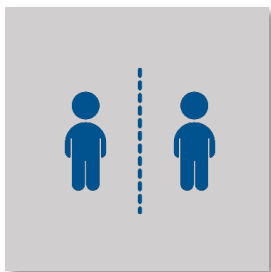
While the Company has adopted the procedures in this Preparedness Plan, management and employees are jointly responsible for implementing, complying with, and enforcing these procedures every day at every job site. In fact, each of us has the individual responsibility to do everything we can to protect ourselves and others to the best of our ability. We understand every employee's situation is different and encourage those with specific risks or concerns to reach out to their manager or human resources business partner to discuss alternative arrangements if necessary.

## HEALTH AND SAFETY PROTOCOLS



### Self-Screening Policy

- Self-monitor for symptoms
- Communicate when not feeling well
- Stay home as a precaution if you or someone in your house has cold or flu-like symptoms



### Practice Social Distancing

Always maintain at least a 6-foot distance from others



### Hygiene Best Practices

- Wash hands frequently
- Don't touch your face
- Wear appropriate PPE

## SELF-SCREENING POLICY

Keeping employees safe and healthy is our top priority. This Policy is to prevent sick or symptomatic employees from leaving their homes and decrease the likelihood of spreading infection.



The Company requires all employees to self-monitor daily for symptoms of COVID-19 using the Daily Self-Assessment Tool:

EMPLOYEE DAILY SELF-ASSESSMENT TOOL	
<i>Ask yourself these questions daily within two hours of reporting to work:</i>	
What is my temperature today? (Take using a thermometer)	
Am I experiencing any symptoms of COVID-19 including fever, dry cough, fatigue, shortness of breath, or less common symptoms such as headaches, body aches, muscle pain, chills, nasal congestion, runny nose, sore throat, diarrhea, loss of smell/taste?	
Does anyone in my home have any of the symptoms listed in the question above?	
In the past 14 days, have I been in close contact with anyone known or suspected to have COVID-19?	
<i>If your temperature is higher than your normal temperature or if your answer to any of these questions is "Yes," please stay home and do not go into work. Contact your manager immediately.</i>	

The most common symptoms include fever, dry cough, fatigue, and shortness of breath. Less common symptoms include headaches, body aches, muscle pain, chills nasal congestion, runny nose, sore throat, diarrhea, loss of smell/taste. Before deciding to go to work, employees should take note of any cold or flu-like symptoms and take their own temperature looking for signs of fever. A fever is defined as a higher than normal body temperature. Normal body temperature varies from person to person. We ask employees to stay home if their temperature is higher than their normal body temperatures. We refer employees to the CDC's website for the most up-to-date list of symptoms: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

If an employee or any person in their home experiences any of the symptoms of COVID-19, or has been in close proximity to someone who is confirmed to have or is presumed by a health professional to have COVID-19, the employee must stay at home. Employees should notify their manager as soon as possible.

An employee who is symptomatic, tests positive for COVID-19, or is exposed to someone who is confirmed to have or is presumed by a health professional to have COVID-19, shall not return to work until all three of the following conditions are satisfied:

1. **NO FEVER:** They have not had a fever for at least 72 hours and have not used fever-reducing medication during that time;
2. **OTHER COVID-19 SYMPTOMS GONE OR IMPROVING:** Coughs and other symptoms have improved; and
3. **TIME:** Fourteen days have passed since they first noticed symptoms or, if the employee has not experienced symptoms, from the date they received the confirmed positive result, or the date of their exposure to someone who is confirmed to have or is presumed by a health professional to have COVID-19. However, the employee may be allowed to return to work sooner if they receive two consecutive negative COVID-19 tests at least 24 hours apart.

If an employee is unable to telework, the employee may use any accrued paid sick, vacation, or PTO hours. Depending upon the operating company, the employee may also be eligible for emergency paid sick leave. We ask employees to consult with Human Resources or the Employee Handbook and related policies for more details.

The Company will not be taking employee temperatures or performing COVID-19 screenings to enter its own facility. However, the Company reserves the right to adopt or modify this policy should circumstances warrant such testing.

The Company is not requiring a note from a medical provider to document absences for COVID-19 reasons. Any perceived abuse should be discussed with human resources business partners before taking disciplinary action. The Company reserves the right to adopt or modify this policy should circumstances warrant such measures.

## **SOCIAL DISTANCING REQUIREMENTS**

Social distancing—staying at least six (6) feet apart from others—is essential to preventing transmission of COVID-19. Accordingly, the Company is implementing the following social distancing requirements:

- Always maintain at least a 6-foot distance in all directions from co-workers
- Avoid tasks that require face-to-face work or contact with others unless the employee has been provided with an N95 mask or equivalent as part of their PPE
- Do not share PPE, face masks, food/beverages, or eating utensils. If you do share other items or equipment, properly disinfect them before and after use
- Do not gather in groups of two (2) or more people in common areas
- Only one (1) person is allowed at a time in confined spaces where social distancing is not possible (e.g., elevators)
- No in-person meetings—utilize technology for virtual and phone meetings with co-workers, customers, vendors, and others
- Refrain from all non-essential business travel until further notice.
- Adjust work schedules and work routes as possible to avoid multiple people being in the same area and discontinue any team cleaning (multiple people performing different tasks in the same area simultaneously)

## HYGIENE BEST PRACTICES

While good personal hygiene is always important, it's especially important during a global pandemic. We are requiring employees follow these hygiene best practices while at work to minimize the potential for transmission:

- **Sick Employees Stay Home.** Employees should not come to work if the employee or someone in their home has symptoms of COVID-19. Employees should contact their manager if they are experiencing symptoms.
- **Frequent Handwashing.** Employees should wash their hands with soap and water for at least 20 seconds, rinsing for at least 10 seconds. Employees should wash their hands frequently throughout the day, especially at the beginning and end of their shift, before and after using common areas, after using the restroom, and before and after using gloves. Employees can use hand sanitizer (60% alcohol or greater) if soap and water are not immediately available as long as hands are not visibly soiled. Dry hands with a paper towel when possible.
- **Doors.** Use a paper towel, cloth, elbow, shoulder, etc. to open doors as often as possible. Avoid touching door handles, knobs and crash bars with bare hands.
- **Workstations.** Employees should clean and disinfect their own desk, computer, keyboard, mouse, phone and other frequently-touched items several times each day.
- **Respiratory Etiquette / Cover Coughs.** Employees should cover their mouth and nose with their sleeve or a tissue when coughing or sneezing. Dispose of the tissue and wash hands immediately afterward. Trash receptacles are located throughout the facility.
- **Don't Touch Face.** Employees should avoid touching their faces while at work. Touching mouths, noses, and eyes increases the risk of transmission.
- **Facial Coverings.** The Company requires employees to cover their nose and mouth while at work. Facial coverings must conform to the Company's dress code and not contain any offensive or inappropriate patterns or images. Reminder: Facial coverings are not a substitute for other precautions including frequent handwashing and social distancing.
- **No Sharing Personal Items.** Employees should not share personal items, such as phones, PPE utensils, food, or any items used on or near the face.
- **Shared Devices.** Employees should use a paper towel, cloth, gloves or other protection to avoid touching touchpad surfaces, such as printers, vending machines, and so forth. Employees should never touch these surfaces with bare hands and fingers and should wash hands immediately after touching these surfaces.

The CDC has posters to encourage hand hygiene to help stop the spread, which can be posted at the entrances to the facility and other common areas. State health agencies may have additional posters and resources.

## TRAINING, ENFORCEMENT, AND COMPLIANCE

The Company shall provide a copy of this Preparedness Plan to all employees. Leadership of each respective company location shall also conduct mandatory training on the requirements, making record of attendance to validate that all employees have received the training.

Senior leadership and managers are responsible for monitoring and enforcing this Preparedness Plan. Managers must coach their employees to ensure compliance and conduct refresher training as necessary. If any employees show symptoms of COVID-19 at work, managers should send the employee home immediately and encourage them to seek medical care. Managers must follow EHS procedure for: (i) assessing potential exposure and notifying co-workers and if applicable, the client of the affected employee; and (ii) ordering a thorough disinfection of the office if the ill employee has been at a Company office location and recommending a disinfection to clients if the employee has been at a client location.

Employees should immediately report to their manager any concerns about any person(s) not following the requirements of this Preparedness Plan. If employees do not feel comfortable reporting to their manager, the employee should report their concerns to the COVID-19 Helpline at (866) 216-3782. The hotline will maintain confidentiality to the extent possible. The Company strictly prohibits any form of retaliation against employees for good faith reports of actual or suspected violations of this Preparedness Plan or any other legal requirements.

## ADDITIONAL GUIDANCE AND POLICIES

Marsden has adopted additional guidelines, policies, procedures, and training, which continue to evolve as the pandemic evolves such as, for example, the Facial (Mask) Protection COVID-19 Use Recommendations. These guidelines, policies, procedures, and training on COVID-19 are incorporated herein by reference as if part of this Preparedness Plan. If employees have any questions or need copies of these documents, they should contact their manager, Human Resources, or the COVID-19 Helpline.

## REOPENING COMPANY OFFICES PLAN

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Due to the ongoing pandemic, all Marsden offices shall remain closed until further notice. When the offices re-open, the Company has adopted this COVID-19 Preparedness Plan in accordance with guidance from the Centers for Disease Control (“CDC”), Occupational Health and Safety Administration (“OSHA”), and state departments of health. In addition, leadership for each individual operating company shall develop a written plan for re-opening their respective office(s) to be approved by the CEO.

The Company has established the following plan to reopen our office buildings in a method that will ensure compliance with local laws and protect the health and safety of our staff. The following chart represents our checklist for each office location that is required to be completed before reopening.

Before Re-Opening	Responsible Person	Date Completed
Distribute to all employees the COVID-19 Preparedness Plan		
Virtual office meeting to discuss requirements of Preparedness Plan		
Update daily cleaning and disinfection plan for building		
Building systems check, including HVAC tune-up and water flush; flush all drains		

Ensure adequate supply of hand soap, facial tissues, trash receptacles, disinfectant wipes and spray, hand sanitizer (for touchless dispensers), and PPE		
Post Social Distancing requirements at all entrances and common areas (see Appendix B)		
Post Hygiene reminder notices throughout the common areas		
Adjust office layout to ensure workstations at least six (6) feet apart		
Plan for gradually phasing in workforce over 120 days		
<b>After Re-Opening</b>		
Remind team to self-monitor daily		
Monitor and enforce social distancing requirements		
Remind employees of hygiene best practices		
Pre-order additional supplies and PPE as far in advance as possible to account for delays in supply chain. Don't wait until running low.		

## SOCIAL DISTANCING

The Company will post Social Distancing requirements at all entrances to the Company building and throughout the common areas. These Social Distancing requirements shall be in effect until further notice and until the Company receives further guidance from the CDC or other government agencies.

In addition to the social distancing policies that are required by all employees, our offices will also enact the following additional policies:

- Do not use any other employee's computer, workstation, supplies, or PPE.
- Adjust the office layout and/or seat assignments (temporarily) wherever possible so that workstations are at least six (6) feet apart (for example, if 3 cubicles are next to each other, leave the center cube empty).
- No in-person meetings—even if all of the individuals required at the meeting are in the facility, the employees should still utilize technology for virtual and phone meetings

## PHASED RETURN

To maximize social distancing, each operating company shall develop a written plan (to be approved by the CEO) for safely returning to the office with a preference for remote work continuing for as long as possible, especially for employees with an elevated health risk. The written plan shall include, among other things, how employees will gradually return to the office in phases, for example:

- 25% office employees return first 30 days;
- 25% office employees return next 30 days;
- 25% office employees return next 30 days;
- 25% office employees return next 30 days; and

Upon employee request, managers should continue to allow teleworking as an option as long as possible. During the pandemic, the Company strongly encourages managers to be flexible with their teams in working remotely, managing their schedule, and attendance.

## VISITORS

No visitors are allowed in our offices unless absolutely necessary. All visitors must be scheduled and recorded with a designated staff person in the office, such as the office manager. This staff person will ensure the documentation of the visitor's information, their assignment to a particular company associate, time in/time out, and date of the visit. Visitors, for their protection and ours, will be required to wash their hands upon entering our facility and to wear disposable gloves and a disposable mask while visiting. Food deliveries are not permitted until further notice.

## DISINFECTION CLEANING AND FACILITY MAINTENANCE

In addition to routine cleaning services, the Company will perform daily disinfection services. Cleaning crews will use EPA-approved disinfectants on high touchpoint surfaces throughout the office such as door handles, light switches, cabinet handles, kitchen appliances, restroom fixtures, handrails, and push buttons on equipment like copy machines (actual touchpoints will vary depending upon the office). If the Company learns of a confirmed case of COVID-19, it will notify employees and perform a deeper disinfection service.

Prior to re-opening, the Company has checked and performed any necessary maintenance on the building's heating, ventilation, and air-conditioning (HVAC) system. The Company has also flushed stagnant water from pipes to prevent a buildup of potentially harmful substances.

## SUPPLIES AND PERSONAL PROTECTIVE EQUIPMENT (PPE)

Leadership must ensure each individual office has adequate supplies to be placed throughout the facility, including:

- Facial tissues
- No-touch disposal receptacles
- Hand soap
- Disinfectant wipes and spray for common areas
- Touchless hand-sanitizer dispensers for common areas
- Facial Coverings (cloth coverings or disposable surgical masks)
- Disposable gloves for kitchen, break areas, and in the lobby

We will consider suspending or decreasing the frequency of any supply re-stocking where outside vendors must come into the facility (e.g., beverage service, plant service).