

Communication to Associates Regarding the Coronavirus Readiness Initiative

Dear Associate,

You are no doubt aware of the evolving situation with the coronavirus across the world. We have been watching the situation very closely and we want you to know we take the risks associated with the coronavirus very seriously. As of right now, **our emphasis is on doing what we can to help to reduce the risk of contracting or spreading the virus.**

The good news is that the Centers for Disease Control and Prevention (CDC) say that the risk of getting the disease in the United States remains low so there is no need to overreact. The CDC is the best source for information about the coronavirus. If you want to keep up with the latest news from the CDC, you can go to their website at <https://www.cdc.gov/coronavirus/2019-ncov/index.html> or in Spanish at <https://www.cdc.gov/coronavirus/2019-ncov/index-sp.html>

The following is what we ask of you:

1. Per the CDC's guidance, we are advising you to not come to work if you have a temperature of 100 degrees or greater. We are coordinating with our clients on any other specific procedures they may ask we follow. If the client you are working for has stricter rules about the coronavirus, please follow them. If you have questions or concerns about those rules or think they are unreasonable, contact your branch or staff performance manager.
2. Wash your hands frequently using the "20 second rule." Fact: soap and water are very effective at controlling disease spread, and according to the CDC, it does not matter whether the water is hot or cold. The CDC even has training videos if you would like to learn more, just go to <https://www.cdc.gov/handwashing/>
3. Use alcohol-based hand sanitizer frequently when soap and water are not readily available.
4. Cover your mouth if you are going to cough or sneeze. Please use a tissue, then discard the tissue and then wash your hands.
5. Avoid touching your face. This is one way that contagious diseases enter your system.
6. Avoid physical contact with others, for example, avoid shaking hands with others. This will reduce chances of transmission.
7. According to the CDC, face masks are not the most effective way to avoid spreading the virus.
8. If you or a household member has been to a country listed by the CDC as Level 3, including China, Iran, South Korea or Italy, in the past two weeks, please notify your manager. You will be asked not to come to work until 14 days after your return to the United States. If a member of your household has visited one of the countries listed, please notify your manager. In this case you will be asked to remain off work for 14 days from your last contact with that person. The CDC says the risk level for the countries listed above is Level 3, which is why we list them. If the CDC determines that more countries are Level 3, we will add them to this policy.
9. The risk level in the United States is still relatively low. Should the situation change requiring new prevention procedures, we will be sure to let you know.

If you have any questions, call your branch. If the representatives do not know the answer, they will find it for you.