

## USPack COVID19 (Coronavirus) Planning Procedure

### **Introduction:**

The purpose of this document is to outline USPack's plan to prepare for and mitigate business interruption during the COVID19 outbreak. We are committed to protecting the health and safety of our employees, contractors, vendors as well as providing continuous, uninterrupted service to our customers. This planning procedure identifies the steps which USPack is taking to prepare and our planned response during this emergency. The actions are grouped into the following categories:

- Awareness
- Prevention
- Notification
- Containment
- Response

### **Awareness:**

USPack will communicate updates and important information through email notifications to all employees, in addition to posting the information on Paylocity. For more information on the virus, the symptoms, how the virus spreads and current information on reported cases employees can visit the CDC and OSHA websites.

<https://www.osha.gov/SLTC/covid-19/>

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

**Notify your direct supervisor and send an email to [COVID19@gouspack.com](mailto:COVID19@gouspack.com) if you:**

- Are experiencing the flu or flu-like symptoms, including acute respiratory illness or fever
- In the last fourteen (14) days, have travelled to or through a "high risk" geographic area with widespread sustained transmission or sustained community transmission, as defined by the United States Centers for Disease Control and Prevention (<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>) or other country authority
- Traveled in a country or a "hot spot" within a country where local government has issued a quarantine for COVID19
- Have seen a medical professional who has recommended self-quarantine for COVID19
- Believe you might have been exposed to COVID19 through personal contact (direct or indirect) with a person who has:
  - Tested positive for COVID19
  - The flu or flu-like symptoms
  - Travelled to or through a geographic area with widespread sustained transmission or sustained community transmission
  - Been quarantined by a local government or self-quarantined on recommendation from a medical professional

- Are aware that a facility we service has a patient, employee or visitor that has either tested positive for the virus or has symptoms of the virus and is being tested.
- Are aware that an employee, contractor or vendor is experiencing symptoms of the virus, if they have been in contact with anyone that has tested positive for the virus, or if they have been in direct contact with anyone that has traveled to a “high risk” geographic area in the past 21 days.

**Prevention:**

- Employees, contractors and vendors should remain home if they are experiencing the flu or flu-like symptoms, including acute respiratory illness or fever.
- Based on availability, USPack will maintain a supply of gloves, hand sanitizer and disinfectant wipes for employees and contractors.
- Directors will conduct full prevention review using CDC guidelines for hygiene and protection, with all employees in their region / department.
- OMs will conduct full prevention orientation refresher with all contractors.
- ICC will send out communication to all ICs reminding them of safety practices.
- Access to a facility where patients are on site with confirmed case of COVID19 will be limited to single IC. This IC will be issued additional protective attire and recommended / required by customer.
- No IC will be required to enter a facility where a known risk is present. USPack will work with customer to install temporary drop box exchange system.
- Limited travel: Air travel limited to immediate need only. Air travelers encouraged to follow CDC guidelines for safe air travel. See CDC website for current information  
If travel is necessary, be aware of CDC’s recommended travel guidelines. Up to date information can be found on the CDC website  
(<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>).

**Notification:**

Our top priority is the safety and well-being of our employees, contractors, vendors and our customers. We will communicate proactively the facts and share information allowed within HIPPA and privacy guidelines (no specific names of infected or possibly infected persons.)

A communication plan for employees, contractors, vendors and customers is outlined below:

- The Executive Leadership Team should be notified within 2 hours of any notification of contact. This can be accomplished by sending an email with all pertinent information to [COVID19@gouspack.com](mailto:COVID19@gouspack.com).
- HR will communicate updates to employees regarding any potential exposure, containment, possible immediate need for job coverage for a quarantined employee as needed.
- ICC will communicate to contractors and vendors regarding any potential exposure, containment and possible immediate need for route coverage

- All customer communications will be coordinated by the COO with the CRO and CEO to ensure we communicate all customer messaging the same.

**Containment:**

The following steps will be taken in order to further prevent the virus from spreading:

- Employees who report to work experiencing flu or flu like symptoms, including acute respiratory illness or fever will be sent home. The supervisor should report this as instructed above.
- Immediate removal from active service any IC or vendor driver that is experiencing flu or flu like symptoms including acute respiratory illness or fever.
- Full multi-layer back-up driver availability with ICs and vendors to provide coverage and remove all drivers if potential contact is made with infected person on driver team.
- If a USPack facility has a reported case or someone experiencing multiple symptoms of the virus, that facility will be responsible for scheduling a full facility sanitization immediately.
- All ICs issued Bio-hazard bags for dirty pump transfer and reminded not to transfer pumps or any dirty equipment without full container bags.
- Continue to immediately report any and all reports of even the slightest potential contact and/or exposure to the virus.

**Response:**

During this time, we are expected to remain compliant with HIPAA. This means that all protected health information including names and/or medical details may not be disclosed.

In response to the virus and in our efforts to prevent it from spreading, follow these steps if you experience an issue or potential issue with exposure to the virus:

1. Escalate to ELT – Within 2 hours send all information to [COVID19@gouspack.com](mailto:COVID19@gouspack.com).
  - a. For privacy purposes, do not copy additional recipients.
  - b. Examples of information are, “Customer name and address” “Office location” “A nurse at...”
2. If a USPack employee is exposed:
  - a. Notify [COVID19@gouspack.com](mailto:COVID19@gouspack.com).
  - b. HR will begin to work with the affected individual to discuss leave of absence and any other medical concerns with them directly.
3. If a contractor or vendor is exposed:
  - a. Notify [COVID19@gouspack.com](mailto:COVID19@gouspack.com).
  - b. List of all customers and customer locations they have been in contact with for the previous 4 weeks. Name, full address of the customer / location
  - c. List of all employees that have had any contact with the driver or with any other drivers that may have had contact with the driver during the past four weeks.
  - d. List of all drivers the driver has met during the past four weeks.
  - e. Current location of the driver if still providing services for USPack

4. If USPack is notified by a customer that a facility that we service has an infected patient or employee:
  - a. Notify [COVID19@gouspack.com](mailto:COVID19@gouspack.com)
  - b. Ask for the procedures they have implemented as a result of the infection and distribute to appropriate internal managers
  - c. List of all drivers that have entered the facility in the past four weeks.
  - d. List of all employees that have entered the facility in the past four weeks.
  - e. List of all ICs and employees that may have met anyone IC or employee that has entered the facility in the past four weeks.