

The following is Penmac Staffing Services, Inc.'s infectious disease preparedness and response plan as relates to Coronavirus Disease 2019 (COVID-19).

Coronavirus Disease 2019 (COVID-19) is a respiratory disease caused by the SARS-CoV-2 virus. Originating in Wuhan, China, it has spread to many other countries around the world, including the United States. To date, the virus has spread person-to-person in several countries, including China, South Korea, Iran, Italy and the United States, and CDC officials expect the virus to continue spreading in U.S. communities.

The CDC should be your primary source for emergency preparedness and response to the coronavirus. The information does not constitute as medical advice, instead it is designed to guide employees and clients to the most current resources.

Penmac is acutely aware that the spread of coronavirus (COVID-19) is an escalating global health concern. In light of this, Penmac is closely monitoring the coronavirus outbreak on behalf of our employees and clients. Our clients will need our support in meeting the needs of their employees and customers and a widespread outbreak could place increased demands on our capacity to meet those needs. Penmac is fully committed to maintaining all services critical to the welfare of our clients. We will achieve this in a manner consistent with maintaining total focus on the health and safety of our own employees and their families.

In the event of a general health emergency involving an infectious disease such as COVID-19, Penmac will continue to operate in accordance with our established service continuity plan, which includes:

- Updated business continuity scenarios that consider both client issues and Penmac responses.
- Workforce planning, including skills inventories, alternatives to traditional office models (such as temporary work-at-home arrangements) and disease prevention measures.
- Validation of data protection and technology backup systems.
- Crisis management team.
- Client and employee communication strategies.

Penmac will continue to receive regular updates and advisories from public health agencies such as Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO), understanding that information is ever-changing and evolving as more is learned about COVID-19. While we hope that strategies for effective containment and management of the coronavirus are implemented quickly, Penmac is taking steps to ensure our preparedness in every scenario.

Penmac's planning takes into consideration the possibility that a widespread coronavirus outbreak would create distinctive challenges, including but not limited to overtaxed medical delivery systems, customized client response plans and the need for ongoing disease prevention measures and special work arrangements for our internal staff.

Areas for action and consideration include:

- Education for Penmac employees (both internal staff and field (temporary) employees) regarding COVID-19, its transmission and practices to reduce the possibility of infection.
- Implementing social distancing (enforcing safe distance between employees and colleagues) and limiting handshakes and face-to-face meetings.
- Restricting non-essential business travel.
- Modification of work and safety practices for our internal staff employees in the event of an outbreak to limit physical contact and reinforce handwashing, sanitation and cough protocols.
- Review and testing of our work-at-home technologies for preparedness and impact on response times.
- Communication with clients regarding their circumstances, plans and priorities.
- Communication with clients regarding a known or suspected exposure of an assigned employee.
- Prioritization of services to ensure that most critical tasks can be accomplished in the event of reduced staff and/or increased volume.
- Identification of supplemental internal and external resources to reinforce local capabilities, including fast-track/cross functional training.

- Use of various online communication platforms for maintaining information flows with employees and clients.
- Compliance with specific regulatory requirements and emergency public health measures.

Required screening questions

All new applicants and all associates sent on new assignments are required to answer the following screening questions prior to assigning to client locations:

- Have you recently traveled to any area under quarantine or government restrictions due to the novel coronavirus (COVID-19) outbreak within the past 14 days?
- Have you had any close contact with a suspected/confirmed case of COVID-19 infection within the past 14 days?
- Are you currently experiencing any of the following flu-like symptoms (fever, cough or shortness of breath)?

If any applicant or employee responds yes to any of the screening questions, they will be asked to immediately leave the premises to protect our staff and other applicants, and to call their doctor, health department, or use telemedicine services to determine their next steps. They will not be allowed to work at a client worksite until they have been cleared of COVID-19 and other infectious diseases and are symptom-free.

Symptoms of COVID-19

Infection with SARS-CoV-2, the virus that causes COVID-19, can cause illness ranging from mild to severe and, in some cases, can be fatal. Some people infected with the virus have reported experiencing other non-respiratory symptoms. Other people, referred to as asymptomatic cases, have experienced no symptoms at all.

According to the CDC, the symptoms of COVID-19 may appear in as few as 2 days or as long as 14 days after exposure.

The virus is thought to spread mainly from person-to-person, including:

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly inhaled into the lungs.
- It may be possible that a person can get COVID-19 by touching a surface or object that has SARS-CoV-2 on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the primary way the virus spreads.

People are thought to be most contagious when they are most symptomatic (i.e., experiencing fever, cough, and/or shortness of breath). Some spread might be possible before people show symptoms; there have been reports of this type of asymptomatic transmission with this new coronavirus, but this is also not thought to be the main way the virus spreads.

Prevention measures of COVID-19

Penmac employees are required to follow the recommended prevention measures to prevent the spread of the virus:

- Regularly and thoroughly clean your hands with an alcohol-based hand sanitizer or wash them with soap and water. Washing your hands with soap and water or using alcohol-based sanitizer kills viruses that may be on your hands.
- If possible, travel with a pack of antibacterial wipes with alcohol, and wipe down the surfaces you come into contact with (i.e., seat, armrests, seatbelt, handle, air vents and call buttons, etc.).
- Maintain at least 3 feet of distance between yourself and anyone who is coughing or sneezing. When someone coughs or sneezes, they spray small liquid droplets from their nose or mouth, which may contain viruses. If you are too close, you can breathe in the droplets, including the coronavirus, if the person coughing has the disease.
- Avoid touching your eyes, nose and mouth. Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then, dispose of the used tissue immediately. Droplets spread viruses. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and COVID-19.
- Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority. National and local authorities will have the most up-to-date information on the situation in your area. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.

- Penmac internal employees and field (“temporary”) employees who have had contact with anyone who has or may have had COVID-19, are instructed to call their immediate supervisors before reporting to their Penmac office or client’s work site. Employees who suspect possible exposure to COVID-19 should also contact their local health department and follow their instructions.

Housekeeping of Penmac properties:

- Maintain regular housekeeping practices, including routine cleaning and disinfecting of surfaces, equipment and other elements of the work environment.
- Chemicals used for cleaning should contain Environmental Protection Agency (EPA)-approved labels with claims against emerging viral pathogens. Products with EPA-approved emerging viral pathogens claims are expected to be effective against SARS-CoV-2 based on data for harder to kill viruses.
- Follow manufacturer’s instructions for use of all cleaning and disinfection products (i.e., concentration, application method, contact time, PPE, etc.).
- Provide resources and a work environment that promotes personal hygiene. Resources include tissues, no-touch trash cans, hand soap, alcohol-based hand rubs (containing at least 60% alcohol), disinfectants and disposable towels for employees to clean their work surfaces.
- Post handwashing signs in restrooms.

Reporting requirements of Penmac employees:

As part of Penmac’s effort to protect all employees from possible exposure to COVID-19, all Penmac employees are required to notify their supervisor immediately in the following circumstances:

- A developed fever and symptoms of respiratory illness, such as a cough or shortness of breath, within 14 days of travel to a high-risk area.
- Another reason to believe they may have contracted COVID-19.
- They have a direct family member or are caring for someone who may have/does have COVID-19.

Follow the CDC’s current guidance. At this time, the current guidance is to call your healthcare professional first and mention your recent travel, possible exposure or other reason for concern. The CDC will continue to develop updated guidelines for healthcare professionals, but most likely, your healthcare professional will work with your state’s public health department and the CDC to determine if you need to be tested for COVID-19.

Notify your Penmac manager immediately advising that you are ill and that you have contacted your healthcare provider for further guidance. Work with your manager to determine possible special work arrangements, determined by your office’s needs and priorities (sick leave, work from home, etc.), and establish a cadence to check-in with work on a regular basis.

Refer to public providers of reliable health information offering guidance on coronavirus prevention and workplace responses, such as:

- [The WHO](#).
- [The CDC](#).
- [The European Centre for Disease Control and Prevention](#).
- The U.S. Department of Labor’s [Occupational Safety and Health Administration](#) (OSHA), with specific information on dealing with infectious disease in the workplace.

We expect to provide frequent updates in the days ahead.