

A microscopic view of several COVID-19 virus particles, which are spherical and covered in purple spike proteins. The background is a warm, orange-yellow gradient.

## HOW ACRT SERVICES IS RESPONDING TO COVID-19

ACRT Services and our family of companies are actively monitoring the situation around COVID-19. We are utilizing recommendations from local, state, and federal officials as well as our clients and partners throughout the U.S. to remain apprised of and respond to any developments pertaining to COVID-19 as well as to implement recommendations provided by the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO).

- Our **Business Continuity Committee** continues to meet on a regular basis, frequently adjusting to the evolving situation surrounding the COVID-19 pandemic.
- The Business Continuity Committee members include:
  - Chair, Troy Ross, Executive Vice President of Operations, ACRT Services
  - Mike Weidner, Chief Executive Officer, ACRT Services
  - Brad Schroeder, Chief Financial Officer, ACRT Services
  - Dave Pavlich, Chief Information Officer, ACRT Services
  - John Wasmer, Executive Vice President of Revenue, ACRT Services
  - Kenny Murphy, President, Bermex
  - Brian Joiner, President, ACRT Pacific
  - Kevin Puls, President, ACRT
  - Allie Hartfelder, Director of Human Resources, ACRT Services
  - Renee Bissett, Director of Marketing & Communications, ACRT Services
  - Tim Melhus, Risk & Compliance Manager, ACRT Services
  - JD Danielson, Safety Manager, ACRT Pacific
  - Keith Pancake, Safety Manager, ACRT & Bermex



- We have developed several plans for all of our businesses to ensure business continuity and Operational support. These plans can be provided as needed. The plans have action levels of Elevated, Serious, and Critical.
- We have a 30-day travel ban for non-essential business. Travel that is tied to field work, instruction, consulting for our customers is considered essential. Contract Utility Foresters, SCUFs, instructors, and managers that perform this work will be expected to continue this essential travel at this time.
- We have issued detailed and frequent communications to our employees throughout the U.S. with information about COVID-19 along with best practices for staying healthy and preventing the spread of the disease.
- We have created an Infectious Disease Control policy outlining prevention and social distancing while working.
- We have added temporary temperature and symptoms attendance rules and protocols for entering offices or reporting to a job site.
- We have adjusted our Personal Time Off (PTO) policy to temporarily allow employees to have negative PTO if they do not have enough time accrued (restrictions apply). Employees can now donate their accrued PTO to others in need.
- We have created a dedicated library of information for our employees on our Employee Portal complete with a video address from our CEO Mike Weidner. Resources include assistance for talking to



children about the outbreak, finding childcare, learning tips on mental health, working from home, and exercising from home, and providing reliable sources for food and grocery deliveries. **Please see the end of this document for the complete list.**

- We have provided our employees with the reassurance that most of our services are considered essential during shelter-in-place and stay-at-home orders.
- We offer Telehealth virtual visits through our medical insurance company saving employees from traveling to and exposure at doctor's offices, urgent care facilities, and emergency centers.
- We strengthened our communication for a complimentary benefit we have always offered to our employees for counseling,

including coping with stress, anxiety, and mental wellness, amongst other life issues through our Employee Assistance Program.

- We are committed to the health and safety of our employees and those we serve. We are encouraging employees to remain home when they are not feeling well. We are also encouraging all employees to follow respiratory etiquette (covering sneezes and coughs), washing their hands thoroughly and frequently, disinfecting various surfaces, and avoiding close contact with others, **defined by the CDC as being within six feet (two meters).**<sup>1</sup>
- As many of our employees travel, we are observing the **recommendation from the CDC**<sup>2</sup> that any employees returning from a Level 2 or Level 3 destination stay-at-home for 14 days for self-monitoring.



## IMPORTANT POINTS TO KNOW

- A coronavirus is a branch of viruses that cause diseases like SARS, MERS, and variants of the common cold. Note that **SARS-CoV-2 is the virus**, but **COVID-19 is the disease** it causes. It has a low mortality rate around 3% and produces cold-like symptoms, but severe cases can lead to death. It is an airborne pathogen that enters the airways of its hosts.
- What makes COVID-19 so unique is that it can be spread symptomatically as well as asymptotically, meaning that a carrier might not appear to have the virus yet still be able to act as a source for spreading the disease. Because of this, it's important to follow best practices and precautions for preventing the spread of the disease.
- COVID-19 is a global concern, and with such widespread coverage comes widespread misinformation. It's important to follow

reliable sources for the latest updates and recommendations. **The Centers for Disease Control (CDC)** and the **World Health Organization (WHO)** are actively updating their COVID-19 resources and should be consulted for information first.

## WHAT TO DO IF YOU'RE SICK

- Anyone who becomes ill and has a temperature of 100.4° F/38°C or higher, has a cough, or has difficulty breathing should seek medical treatment immediately.
- Per the CDC, do not go directly to a hospital or doctor. Instead, call your physician first and advise them of your symptoms. This ensures that your exposure to others is limited and that others do not come in contact with you.
- Your physician or the hospital will advise you on the next steps for treatment.



## DOCUMENTS AVAILABLE FOR EMPLOYEES

**COVID-19 Update** — video update from CEO Mike Weidner (video address)

**ACRT Services COVID-19 Flyer** — addresses what the newly formed Business Continuity Committee has done to date

**Infectious Disease Control Policy** — a newly created policy

**What It Means to Be an Essential Workforce in These Events** — an explanation on why most of our service lines and employees' work are considered essential during a shelter in place order

**Temperature & Symptoms Attendance Rule (All Offices)** — a government-directed edict summarizes the process for entering into an office

**Temperature & Symptom Attendance Rule (All Employees)** — a temporary process change for self-regulating temperatures before the workday begins in response to numerous customer requests

**Temporary Change to Paid Time Off** — a temporary process adjustment to allow for negative PTO and donated time off to employees in need meeting specific criteria

**Telehealth Registration** — employees with our Cigna-sponsored medical plans are provided this virtual visit from experts through Amwell and MDLive

**EAP – Stress During Outbreak, LifeServices Employee Assistance Program** — provides free and confidential counseling, including coping with stress, anxiety, and mental wellness, amongst other life issues

**Coronavirus U.S. Resources** — info on the outbreak and prevention, advice on how to talk to children, and websites for additional information

**CDC – COVID-19 Flyer** — official flyer of the CDC on prevention and symptoms

**Quarantine Resources** — resources with info for self-isolation, self-quarantines, or minimizing public contact; includes resources for mental health, working from home, exercising at home, and food/grocery delivery sources

**Cigna – COVID-19 Coronavirus Customer FAQ with Pharmacy** — helps employees with our Cigna-sponsored medical plans get answers to their questions

**U.S. State-Specific Child Care Resources** — resources to help employees faced with childcare challenges

**Coronavirus Child Care** — resources for CDC recommendations regarding school closures and a checklist for teachers and parents, discounted resources

**Ready Force Rovers Essential Business Notice** — the document is for Rovers only, addressing travel, food, vehicle, and other issues

**30-Day Suspension Non-Essential Travel & Office Visitors** — tentatively expiring on April 5, it maps out the process for leadership to encourage social distancing

**Business Continuity Plan** — this internal document provides the process to determine our risk level

**Face Covering (Voluntary)** — new recommendations for covering your face and how to make your own no-sew option

## RESOURCES

<sup>1</sup> <https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html>

<sup>2</sup> <https://www.cdc.gov/coronavirus/2019-ncov/travelers/after-travel-precautions.html>