

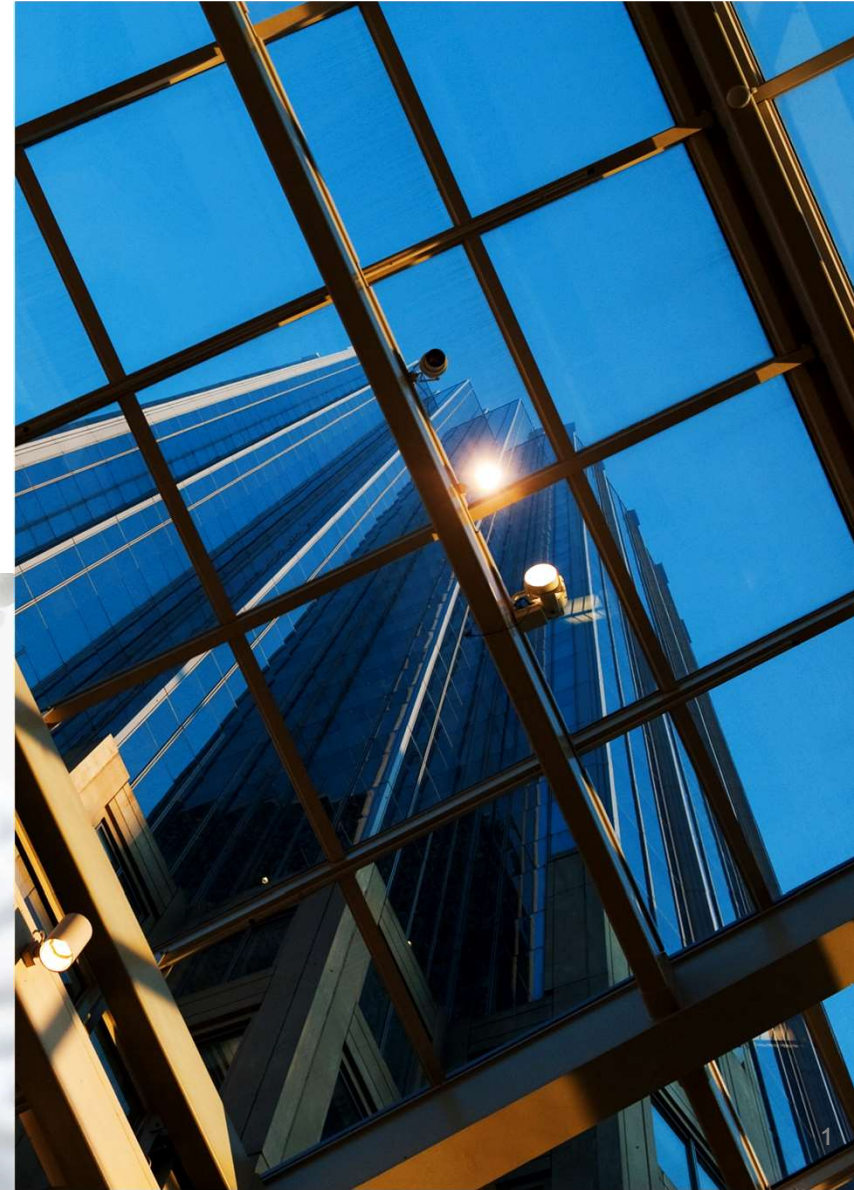
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JANITRONICS

BUILDING SERVICES

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**Best Practice  
Fighting COVID-19  
APRIL 24, 2020**



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# Objectives



The health and safety of our employees, client partners and communities is our highest priority at Janitronics Building Services. With our internal health taskforce and resources outside our organization, we have developed a comprehensive janitorial response to these unprecedented times.

This plan will encompass all aspects of janitorial operations, including cleaning, social distancing, health screening and PPE, and effective health communication, and will be guided by research and science to ensure the appropriate response.

We will continue to implement operational best practices, following local, state and federal guidelines and in compliance with applicable laws. Our plan will continue to change with each CDC update.

# Key Actions – Steps Taken *Among 1400+ Staff*



## Communication

- A cross-functional operations team was established to coordinate the response across operational units and sites. This team is led by David Connolly and the Daily Operations Team Lead.
- Work closely with employees and local governments to ensure full compliance with local quarantine requirements, including ongoing communication with confirmed cases and self-isolate cases by phone and email.
- Educate staff to recognize the symptoms of COVID-19 and provided instructions on what to do if they develop symptoms. An online tool has been developed from the onset to engage with each employee to self-report their location and health status. Contacts have been established for all employees for efficient self-reporting and self-tracking. Photo recognition software at all locations allow employees to register before each shift and respond to (4) wellness questions.
- TRACE, TRACK, ISOLATE policy maintained by David Connolly, Chief Operating Officer and Alan Shaw, Director of Labor Relations.
- Email communications deployed to all employees: guidance, health updates, employees rules, emergency plan, hand washing, proper use and disposal of PPE, Social Distancing and Wellness Checks.

# Key Actions – Steps Taken *Among 1400+ Staff*



## COVID-19 Training

- New COVID-19 specific training modules:
- Employee rules
- Hand washing
- Proper use and disposal of PPE
- Social Distancing
- High Touch Points (HTP'S)
- Understanding Cleaning vs. Disinfecting
- Donning/Doffing and proper care of Face Coverings



## Standard Training

- Regulatory: Global Harmonization Standard: How to read SDS sheets, labeling of bottles, HMIS codes
- Blood-Bourne Pathogens and how-to pick-up blood
- Regulatory: Sexual Harassment Training for Managers and Employees
- Sharps Disposal: Proper procedures for disposal of sharps and needles
- Chemical Safety: Protective devices, mixing
- Dilution control: Prepare cleaning products for use
- Restroom/Shower Room Cleaning: Proper procedures, Hands-On cleaning, product usage, odor control
- Carpet Care
- Trash and Recycle: Processing and removal
- Fall Protection including ladder and scaffolding safety – site specific
- Electrical Safety
- Personal Protective Equipment (PPE)
- Routine Cleaning of GMP Environment – Site Specific



## Staff Wellness and Safety



## Cleaning and Disinfection

- Daily body temperature measuring before entering the job site (Late May based on supply). For the purpose of this guidance, fever is defined as subjective fever (feeling feverish) or a measured temperature of 100.4oF (38oC) or higher. Note that fever may be intermittent or may not be present in some people, such as those who are elderly, immunosuppressed, or taking certain medications (e.g., NSAIDs).
- Contacts have been established for all employees for efficient self-reporting and self-tracking.
- Seating areas reconfiguration executed to minimize transmission during breaks (maintain 6-ft distance)
- Secure masks and other PPE (Personal Protective Equipment) with daily distribution to employees to meet requirement to wear a mask and gloves always.
- Manufactured two ply cotton face coverings with filter and they are washable.
- SOP guidelines on Cleaning and Disinfection throughout a facility. (Late May)
- Daily cleaning and disinfection of common spaces including all high touch points.
- Defined guidelines of manual routine cleaning and disinfecting for confirmed case with in 48 hours.
- Strict employee cross-building access and staggered work schedule to decrease exposure risks.



# Guidance for PPE

New training deployed guidance on proper hand washing and how to use PPE – gloves, face coverings, social distancing in accordance with CDC guidelines.

## Deployment in English and Spanish:

- Email Blast
- Manager distribution
- Signage at site
- Rollout on Learning Management System (LMS)

**Proper Usage and Care for a Face Cover**

**What is a Face Cover?**

- A face covering is any well-secured paper or cloth (like a bandana or scarf) that covers the mouth and nose. The face coverings recommended are not surgical masks or N95 respirators. These are crucial supplies that must continue to be reserved for healthcare workers and other medical first responders.
- People who are sick should not leave their home and should also wear a face covering when outside if they cannot stay 6 feet apart from others. People who are sick and need to leave home, such as to get urgent medical care, should always wear a face covering.
- Per the CDC, face coverings should not be placed on young children under 2 years-old, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.

**Proper Care**

- It is recommended to wash once a day by hand or machine using detergent. The face covering should be laid flat to dry before using. People who have a couple of face coverings should rotate for washing. If machine washed, it should be placed in a garment bag so the straps do not get damaged.

**Are there any precautions that need to be taken when removing face coverings?**

- Wash hands for 20 seconds with soap and water every time you take on and off the face covering. If soap and water is not available, use an alcohol-based hand sanitizer.
- Do not touch your eyes, nose, and mouth when removing face covering.
- Do not put a used face covering in places where others can touch them or where germs trapped in your face covering can touch other surfaces, such as counter tops or kitchen table.
- Used paper masks should be thrown out at the end of the day in the regular trash so others will not come in contact with them.
- Do not throw your face covering loose in a bag or backpack. Keep a paper or plastic bag with you to store your face covering if you will be taking it off when outside the house.

**How do I wear a face covering?**  
Face coverings should:

- Fit snugly but comfortably against the side of the face
- Be secured with ties or ear loops.
- Include multiple layers of fabric, if it is a cloth covering
- Allow for breathing without restriction

**Use Proper Hand Wash Techniques**

**Wash Your Hands.**

**When?**

- After using the bathroom.
- Before, during and after preparing food.
- Before eating food.
- Before and after caring for someone at home who is sick with vomiting or diarrhea.
- After changing diapers or cleaning up a child who has used the toilet.
- After blowing your nose, coughing or sneezing.
- After touching an animal, animal feed or animal waste.
- After touching garbage.

**How?**

**Wet** your hands with clean running water (warm or cold), turn off the tap, and apply soap.

**Lather** your hands by rubbing them together with soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.

**Scrub** your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from the beginning to the end.

**Rinse** hands well under clean, running water.

**Dry** hands using a clean towel or air dry them.

**Keeping hands clean is one of the most important things we can do to stop the spread of bacteria and virus and stay healthy.**

**Steps for Properly Removing Safety Gloves**

**Step 1.** Pinch and hold the outside of the glove near the wrist area.

**Step 2.** Peel downwards, away from the wrist, turning the glove inside out.

**Step 3.** Pull the glove away until it is removed from the hand, holding the inside-out glove with the gloved hand.

**Step 4.** With your ungloved hand slide your fingers under the wrist of the remaining glove. Do not touch the outside surface of the glove.

**Step 5.** Peel downward away from the wrist, turning the glove inside out.

**Step 6.** Continue to pull the glove down and over the inside-out glove being held in your gloved hand.

**Step 7.** Discard of gloves in the designated area. Wash hands for at least 20 seconds with soap and running water.

Change your safety gloves after disinfecting each area.

Hand washing, when done correctly, is the single most effective way of preventing the spread of communicable diseases.

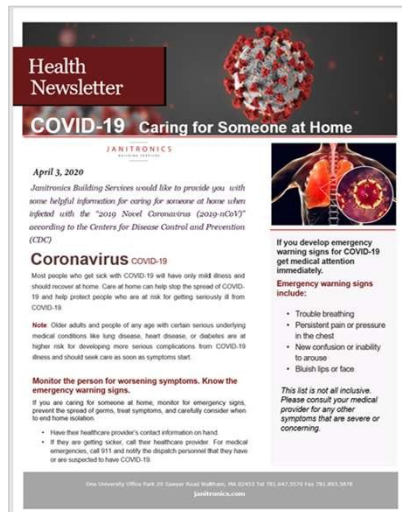


# Health Newsletters and Updates

Weekly Health Newsletters designed to deliver safety and health guidelines to employees. Content includes Prevention, Caring for Someone at Home, Face Covers, Managing the Emotional Symptoms of a Pandemic and COVID-19 Updates.

## Deployment in English and Spanish:

- Email Blast
- Manager distribution
- Rollout on Learning Management System (LMS)



**Health Newsletter**  
April 3, 2020

**COVID-19 Caring for Someone at Home**

**Coronavirus COVID-19**

Most people who get sick with COVID-19 will have only mild illness and should recover at home. Care at home can help stop the spread of COVID-19 and help protect people who are at risk for getting seriously ill from COVID-19.

Note: Older adults and people of any age with certain serious underlying medical conditions like lung disease, heart disease, or diabetes are at higher risk for developing more serious complications from COVID-19 illness and should seek care as soon as symptoms start.

**Monitor the person for worsening symptoms. Know the emergency warning signs.**

If you are caring for someone at home, monitor for emergency signs, prevent the spread of germs, treat symptoms, and carefully consider when to end home isolation.

- Have the healthcare provider's contact information on hand
- If they are getting better, call their healthcare provider. For medical emergencies, call 911 and notify the dispatch personnel that they have or are suspected to have COVID-19.

**If you develop emergency warning signs for COVID-19 get medical attention immediately.**

**Emergency warning signs include:**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

**This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.**

One University Office Park 29 Sawyer Road Wallingford, MA 02453 Tel: 781.647.5370 Fax: 781.893.5878  
janitronics.com



**JANITRONICS BUILDING SERVICES Health Newsletter**  
March 10, 2020

**Prevention:**

- Practice regular handwashing with soap and running water for at least 20 seconds, especially after blowing your nose, coughing, sneezing or using the restroom.
- Use PPE including disposable gloves (latex or nitrile) and gowns to shield your bodies when performing cleaning and disinfection procedures.
- Clean and disinfect frequently touched surfaces "high touch points" with the approved cleaner and disinfectant as required by your site.

**EPA Registered Disinfectants:**

- 3M 52
- Clorox Disinfecting Wipes
- Virex 1b

**Coronavirus disease (COVID-19)**

Coronaviruses are a family of enveloped virus that are most found in animals and are not typically transmitted between animals and humans. The latest strain, known as 2019 Novel Coronavirus or covid-19, is the seventh strain now known to have been transmitted from animals to humans.

**Symptoms:**

Mild to moderate upper respiratory tract illness, like the common cold.

- Fever
- Cough
- Shortness of breath
- Runny nose
- Headache
- Sore throat

**If you receive questions from Tenants or Guests of your properties, please direct them to the Property Management Team.**

**How COVID-19 spreads:**

The virus is thought to be spread mainly person to person.

- 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.

For additional information and updates please visit the link below:  
<https://www.cdc.gov/coronavirus/2019-ncov/>

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**Health Newsletter**  
April 14, 2020

**COVID-19 Face Cover**

**How do I wear a face covering?**

Face coverings should:

- Fit snugly but comfortably against the side of the face
- Be secured with ties or ear loops
- Include multiple layers of fabric, if it is a cloth covering
- Allow for breathing without restriction

**Who should wear a face covering?**

Anyone who needs to be outside of their home is encouraged to wear a face covering and practice social distancing.

**Janitronics Building Services would like to encourage employees to wear a face covering when they leave their homes to prevent the spread of COVID-19. Please continue to practice social distancing even when wearing a face cover. Wearing a face covering may help people who may have the virus and do not know if from transmitting it to others. Boston residents are also urged to stay home as much as possible, especially if sick. Guidance from the Boston Public Health Commission.**

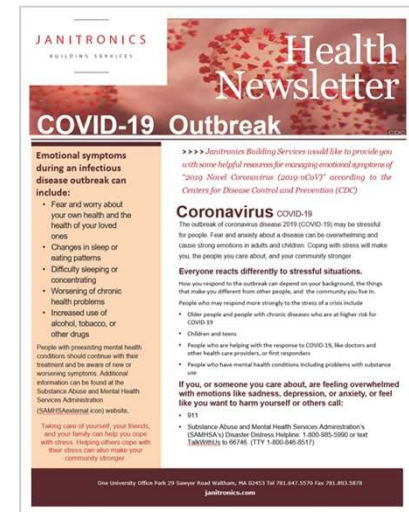
**What is a face covering?**

A face covering is any well-secured paper or cloth (like a bandana or scarf) that covers the mouth and nose. The face coverings recommended are not surgical masks or N95 respirators. Those are crucial supplies that must continue to be reserved for healthcare workers and other medical first responders.

People who are sick should not leave their home and should also wear a face covering while inside if they cannot stay 6 feet apart from others. People who are sick and need to leave home, such as to get urgent medical care, should always wear a face covering.

**Per the CDC, face coverings should not be placed on young children under 2 years-old, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.**

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**JANITRONICS BUILDING SERVICES Health Newsletter**

**COVID-19 Outbreak**

**Emotional symptoms during an infectious disease outbreak can include:**

- Fear and worry about your own health and the health of your loved ones
- Changes in sleep or eating patterns
- Difficulty sleeping or concentrating
- Worsening of chronic health problems
- Increased use of alcohol, tobacco, or other drugs

**Everyone reacts differently to stressful situations.**

How you respond to the outbreak can depend on your background, the things that make you different from other people, and the opportunities you face.

People who may respond more strongly to the stress of a crisis include:

- Older people and people with chronic diseases who are at higher risk for COVID-19
- Children and teens
- People who are helping with the response to COVID-19. The doctors and other health care providers, or first responders
- People who have mental health conditions including problems with substance use

**If you, or someone you care about, are feeling overwhelmed with emotions like sadness, depression, or anxiety, or feel like you want to harm yourself or others call:**

- 911
- Substance Abuse and Mental Health Services Administration's (SAMHSA) Disaster Distress Helpline: 1.800.985.5890 or text TALK2HELP to 68686 (TTY: 1.800.686.8577)

Taking care of yourself, your health, and your family can help you cope with stress. Helping others cope with their stress can also make your community stronger.

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# Wellness Checks

Upon repopulation into all site locations, employees are required to answer a 4 - question Health Screen on the timeclock.

## Questions:

1. *Have you traveled to any of the following locations: China, Iran, South Korea, Italy or Japan in the last 14 days?*
2. *Have you had contact with anyone confirmed with COVID-19 in the last 14 days?*
3. *Have you had a fever greater than 100.4 degrees in the last 14 days?*
4. *Are you currently experiencing a fever of 100.4 degrees or greater?*

Employees who have answered “YES” to any of the questions are asked to seek the guidance of their health care professional and follow all guidelines in accordance to the CDC.

The poster is titled "COVID-19 SCREENING QUESTIONS" and "PREGUNTAS DE DETECCIÓN DE COVID-19". It features a "STOP" sign on the left and a "PARE" sign on the right. The text is bilingual, with English on the left and Spanish on the right. It contains four numbered questions, each with an icon: 1. Travel to high-risk areas (China, Iran, South Korea, Italy, Japan) in the last 14 days, with a calendar icon showing "14". 2. Contact with someone confirmed with COVID-19 in the last 14 days, with an icon of two people. 3. Fever greater than 100 degrees, difficulty breathing or cough in the last 14 days, with a person icon and a thermometer. 4. Currently experiencing a fever greater than 100 degrees, difficulty breathing or cough, with a person icon and a thermometer. At the bottom, there are instructions for employees, contractors, and service providers to notify their manager if they do not meet the entry requirements. Contact information for Janitronics is provided at the very bottom.

# Guidance for Commuting

## Must know for staff

- Prepare mask on the first day of work
- Avoid the use of public transportation
- Measure temperature before work; do not go to work and report to supervisor if abnormalities are observed.
- Wear masks in vehicles if carpooling, avoid touching objects using bare hands.
- Before leaving, wash hands and wear mask.
- On public transportation wear a mask all the time and avoid touching objects on the vehicle with bare hands.
- After taking off the mask upon arriving home, wash hands first and then sanitize your cellphone and keys with 75% ethanol or antiseptic wipes.
- Ventilate and keep tidy at home and avoid gathering.

## Preventative actions

- Temperature will be taken before entering the company. (Mid May)
- Staff with body temperature above 100.4 are not allowed to enter the company and will be advised to contact their health care professional.
- Sanitize public areas daily, such as foyers, hallways, meeting rooms, elevators, stairways, bathroom etc., using 3M-5L.

# Guidance for Work Area - Breaks and Lunches

## Must know for staff

- Take temperature before entering the company and wash hands after entering.
- During work hours, staff should report to their supervisor if they need to leave the work zone. After return, the staff will be asked to take his/her temperature and wash hands again.

### Breaks and Lunch

- Recommend staff to come to dining halls at different time intervals to avoid gathering.
- At the dining hall, do not take off your mask until eating.
- Avoid taking a meal face to face across a table.
- Avoid talking while eating and avoid gathering.
- Wash hands before and after eating.

## Preventative actions

### Overall strategy:

- Recommend staff to come to dining/break areas at different time intervals to avoid gathering.
- Sanitize the dining area including the furniture daily.
- Keep the kitchen dry and tidy.



# Guidance for Work Area Cleaning

## Must know for staff

### In the elevator (high risk):

- Wear mask; avoid touching elevator buttons with bare hands; wash hands after coming out of the elevator

### Dining Halls and Breakrooms (high risk):

- Do not take off your mask until eating; avoid taking a meal seating across the table with each other; avoid talking while eating ; Wash hands after dining.

### Office (high risk):

- Wear mask; keep distance when talking; keep ventilation;
- Keep the work area tidy; ventilation is recommended 3 times a day.
- Keep 6 feet distance from your coworkers; avoid face to face communication.
- Avoid touching doorknobs or elevator buttons with a bare hand; wash hands immediately if touched; drink adequate amount of water.

## Preventative actions

### Logistics:

- Daily sanitization of common areas (i.e. foyers, hallways, meeting rooms, elevators, stairways, bathrooms, kitchens etc., using (3M-5L.)
- Provide liquid and/or solid hand soap in the bathroom.
- Logistic staff including security and janitors are required to wear masks during work and keep adequate distance from others.
- Janitors will wear single-use rubber gloves while performing routine cleaning tasks. Gloves must be changed after disinfecting each area.
- Sanitize **high touch points**, (i.e. door handles and push plates, light switches, elevator buttons, exterior of kitchen appliances and furniture, water coolers, vending machines and cafeteria tables and trays using 3M-5L.
- Floor of public areas and restrooms are mopped daily using 3M-5H. One day per week use a neutral cleaner to avoid build up.

# Guidance for Restroom Cleaning

## Must know for staff

### Don and Doff PPE according to established protocols:

- Use proper hand washing protocols before and after donning and doffing gloves.
- Wear face covering.
- Properly dispose of gloves and any other disposable PPE in the designated area.

### Restroom Cleaning and Disinfecting Procedure

- Set up cleaning cart outside restroom entrance. Use the door stop to prop the open door.
- Follow Restroom Cleaning and Disinfecting Procedure – Steps outlined in LMS Module.
- Report any damaged items: broken dispensers, lights out, damaged ceiling tiles, low battery dispenser signals or otherwise.
- Self-Inspect Work.

## Preventative actions

### Restroom

- Daily cleaning and disinfection of restroom surfaces using proper cleaning and disinfection techniques.
- Allowing for appropriate dwell time of **(approximately 10 mins)** for disinfectant agents.



# Guidance for Cleaning and Disinfecting if Someone is Sick

## Must know for staff

### Notification of Confirmed Case Covid-19

- Always review the cleaning plan with your manager prior to entering space.
- SOP Guidelines will dictate cleaning process
- Length of time since Confirmed Case was last in the worksite will determine action steps and SOP guidelines
- **TBD**
- 24-48 hours will require fogging or electrostatic spraying
- 48+ hours since confirmed case was last in the worksite will allow for safely completing manual disinfecting with 3M-5L or client may request the fogging/electrostatic spraying
- If more than 7 days since confirmed case was in the worksite no additional cleaning is required. (standard nightly cleaning)
- **THIS SECTION NEEDS TO BE FINALIZED**

## Actions

### Cleaning and Disinfecting if Someone is Sick

- Close off areas used by the person who is sick.
- Open outside doors and windows to increase air circulation in the area if possible.
- Wait 24 hours before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.
- Clean and disinfect all areas used by the person who is sick, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines. Electrostatic or Fogging required.
- If more than 7 days since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.
- Continue routing cleaning and disinfection.

### Proper PPE

- Use gloves, masks and gowns if requires. Dispose of PPE after use and dispose of in the designated area.
- Follow proper hand washing protocol.
- With less than 48 hours between Confirmed Case is on site fogging or electrostatic spraying is required before cleaning personnel can restart routine cleaning.

# Monitoring Current COVID-19 Cases

## Janitronics Staff

Overall, less than **.02%** of our staff have contracted Covid-19. We have reduced use of public transportation by offering parking in CBD

## Rate of Return to Work

Approximately **95%** of staff are already back to the job sites who have been placed on self quarantine due to close contact or had symptoms and tested negative. We have reduced our night labor by **30%** across the company



## Infected

**35** employee from Janitronics have been diagnosed with COVID-19 infection  
**1** employee from Janitronics has died from COVID-19.

## Return to Work

**10** of our confirmed cases have returned to work providing notification from a healthcare provider. We require documentation stating "return to work" ability.

# Quality Measures to Safeguard Employee Health

01

ACTION

## Before Work

Before entering the work site always practice social distancing, hand washing and other standard precautions. Monitor your health and the health of anyone you live with or are in contact with during off hours. Never enter the workplace if you exhibit any symptoms of COVID- 19 or feel that you may have been exposed to the virus.

02

ACTION

## During Work

Each and every staff strictly perform their normal duties with the focus on common area high touch points. Report any unusual or unsafe clusters of people to your supervisor. Follow training for PPE, Wellness Checks and Social Distancing. Avoid any/all contact with building occupants including co-workers.

03

ACTION

## After Work

Always wash hands before and after work – throughout your day at home. Do not gather in groups, monitor your health and report any symptoms to your manager. Avoid public transportation and avoid carpooling.

04

ACTION

## Quality Assurance

Site Managers and Client Relations Members will need to visit each site more often – at least 3 times per week to monitor our policies and procedures. Setup weekly calls with your client representatives to update on any issues.



# General Requirements and Supply Chain

## ■ PPE

- ✓ Confirm 5 washable face coverings for each employee
- ✓ Large inventory of disposable gloves at each location.
- ✓ 3M-5L and 3M-5H used daily for disinfecting all high touch points in common areas. **Tenant space to be determined by SOP.**

## ■ Confirmed Case

- ✓ Fogging or electrostatic spraying with Vital Oxide.
- ✓ Pricing ranges from \$ .125 persq. ft to \$0.25 per sq. ft. based on volume. If nightly process is approved the cost will dramatically decrease.

## ■ Supply Chain

- ✓ Work closely with suppliers to put in place material supply emergency plans.
- ✓ Establish back-up supplier resources in case of supply interruption.
- ✓ Work with onsite staff to maintain 30-60 days of inventory.
- ✓ Maintain healthy inventory of key materials for PPE.



## Additional Information

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**World Health Organization:**

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>



**Center for Disease Control:**

<https://www.cdc.gov/coronavirus/2019-nCoV/>



**Florida Health:**

<https://floridahealthcovid19.gov/>