March 15, 2020

Dear Valued Customer,

Response to Covid-19

Knox Services prides itself on preparation and prevention relating to a wide range of emergencies and potential business disruption. We are a regionally diverse and operationally nimble company. Our current operations have not been impacted by the Covid-19 outbreak and we have contingency plans that we are confident will ensure continued, uninterrupted services to our clients. Our paramount concerns are protecting the interest of our clients and the safety of our employees. Our responses now and in the future will be administered with both in mind. We will adhere to the Federal, State and City rules as well as any imposed court changes. All of our offices and capabilities are fully functional. We can’t express enough how appreciative we are of our clients and community who understand the complexity of this current situation. Thank you for your patience and continued support.

Business Continuity

Should specific offices or operations need to be closed we have redundant operating procedures in place in our other locations. We have crossed trained our Managers, Supervisors and staff in a standardized manner to insure product and service consistency to our clients. In addition, essential and non-essential staff are prepared to work remotely utilizing company laptops with VPN to access our cloud-based system.

Open action plan

In response to Covid-19 we have implemented the following preventative policies.

Anyone that enters our office (including vendors) must use hand sanitizer or wash their hands when entering the office, this includes going to lunch and/or leaving and returning to the office for any reason. Notices will be posted on the front door of closed offices regarding washing your hands and/or using the sanitizer. Also, please keep office doors open during business hours, so others don’t have to use the doorknobs.

Disinfectant spray and wipes are to be used in all offices, the wipes will not kill bacteria; however, they can be used with the spray to wipe down doorknobs and other surfaces to keep areas clean. Please make sure all staff (including drivers) have access to the wipes and spray, and that all staff are keeping their areas clean. Hand sanitizer should be used liberally and often.
The following notification was sent to the staff at the beginning of the Covid-19 outbreak.

if you feel ill or have symptoms such as cough, fever, or shortness of breath, or if someone in your household has these symptoms or is sick, we encourage you to go/stay home and/or seek medical attention. Please use the out of office policy and contact your supervisor or manager and send an email to human resources

Second, we want to share some updates that are part of our plan to maintain a safe and healthy workplace for our employees. We hope the situation with COVID-19 gets resolved soon, but because of its quickly evolving nature, we will adapt as things unfold in real-time. We are following public health guidance from governmental authorities on how to best protect our employees and minimize disruption to our business.

Please read the following information about the Company’s policies regarding COVID-19

RESTRICTED TRAVEL LOCATIONS

All non-essential business travel to the countries currently most affected by COVID-19 is suspended as of today: China, Iran, South Korea, Italy and Japan. To stay updated on the latest COVID-19 risk assessment by country, you can go to the Center for Disease Control and Prevention (CDC) website. The travel restriction applies to these countries today, but please note this list may grow or change based on recommendations from public health authorities.

Additionally, if you or someone you are in close contact with have returned from any of these countries within the last two weeks, please contact Human resources.

If you are planning personal travel to these locations or if your travel plans include transit (i.e., layover) through airports within these countries, please report this to HR prior to your trip.

POST-TRAVEL: WORK FROM HOME POSSIBILITY

In order to prevent the possible spread of COVID-19, if you or a member of your household travels to or transits through any of the restricted travel locations listed above, you may will be required to work from home or to otherwise remain outside of the office for 14 days after the trip before you can return to the office. Please contact HR if this circumstance applies to you. This precaution is recommended by the CDC as they estimate symptoms of COVID-19 occur within 2–14 days after exposure.

EXTERNAL VISITORS

For the time being, we request that you ask any external visitors (non-Company employees) coming to our offices (e.g. meetings, interviews, vendors) if they have been to any of the affected areas as listed above. If yes, please instead have phone or video meetings.

Additionally, we are also working with our vendors to ensure that their teams are also abiding by top health and safety standards.

If you think you might have been infected or exposed to COVID-19, please let Human Resources know immediately.

In the event of a Covid-19 event or outbreak we are prepared to shut down a specific office and move the operations to remote or another office.
Impact to supply chain

As a normal course of business, we keep at least one-month supply should we encounter any issue with a vendor or supplier. At the beginning of the Covid-19 scenario, we stepped up our ordering and are prepared for three months of supplies.

Timeliness to return to normal operation

We don’t anticipate any interruption to the normal efficiencies and production. We have handled weather related, Cal Fire and 9/11 challenges with minimal impact to our service and our clients.

Please don’t hesitate to reach out to us should you have any questions – 800.995.6694.

Thank you and have a great day!

Knox Services