



ACI Services, Inc. COVID-19 Measures

ACI Services remains fully open and fully staffed during this pandemic.

We continue to closely monitor new developments regarding the novel coronavirus (COVID-19) and have taken steps to maintain the safety of our employees and their families, our customers and our business partners and suppliers. Towards this end, we have implemented the following changes to mitigate exposure to this pandemic, both from a health perspective and a business perspective.

- We have enacted work-from-home measures for most of our staff, providing computer equipment and remote network access to ensure uninterrupted service to our customers, partners and suppliers.
- For all employees that are required on-site at our manufacturing facilities, we are logging individual's temperatures twice per day. Further, we have increased and bolstered our cleaning regimen of our facilities.
- Nearly all meetings are held remotely via networking technology.
- No visitors are allowed on-site at any of our facilities until further notice.
- We are continually engaged with our suppliers on their response plans to ensure our own supply chain is not disrupted and to ensure minimal interruption to our manufacturing efforts.
- We are communicating with our customers to understand and honor their policy changes in dealing with this pandemic.

These actions and policies will remain in effect until such time as local and federal authorities and guidelines deem that normal, pre-COVID-19 operations can resume.

At this point, ACI does not foresee any changes to our customer response time, and ACI's goal remains meeting and exceeding customer expectations. As we work through this pandemic, ACI will keep our customers informed about developments, policies, and responses.

To view our full Pandemic Plan, please see attached.

We wish you health, safety and prosperity,

Chad Brahler  
President, ACI Services, Inc.



# Pandemic Preparedness Program



## Pandemic Preparedness Program

Business continuity means ensuring that essential business functions can survive a natural disaster, technological failure, human error, or other work disruption. Many existing business plans anticipate disruptions such as fires, earthquakes, and floods. Pandemic flu or other illness, however, demands a different set of assumptions since it will be widely dispersed geographically and potentially arrives in waves that could last several months at a time. Business emergency plans should be prepared so that if significant absenteeism or changes in business practices are required business operations can be effectively maintained.

Depending on the flu strain, and based on previous pandemics, public health officials project cumulative absentee rates of 25-30 percent over three to four months. Absenteeism will include sick employees, and those who must care for others who are sick. Fear will also impact rates of absenteeism.

If a pandemic flu strikes, government health officials will issue information, warnings and work with the media to disseminate advice on how to avoid becoming ill. Company managers, human resource departments, and employees should pay close attention to the guidance provided by local and state health departments.

In a worse-case scenario, “business as usual” may cease. Government health officials may have to implement dramatic measures, including shutting down certain businesses that involve high levels of interaction with the public, such as restaurants and theatres. Health officials may also have to restrict travel, cancel public events such as concerts or sports, and close schools.

The size and type of business will be the deciding factors for the type of plan that a business needs to develop. ACI Services continuity plans for a pandemic includes the following components:

- Provide each employee the resources to prepare themselves or their families
- Prevent/minimize the spread of influenza in the workplace
- Monitor worker absentee rates
- Create a system to notify/share the information with workers during pandemic
- Develop a plan to address essential resources to maintain operations



## Assumptions

A pandemic flu will spread rapidly and easily from person to person, affecting all businesses due to absenteeism. Businesses that are relied upon by other businesses will be facing the same massive absentee rates and will be unable to provide essential components to maintain the daily operations.

Risk assessments to identify the essential/critical components of your business' operation need to be conducted. Develop partnerships, alliances, third parties and suppliers to support continuity arrangements that will maintain operations and ensure these components are available during a pandemic.

Recognize the Impact that a pandemic could have, which includes:

- Healthcare services not being available (they are already full at present with the usual ailments).
- Schools, churches and other public places not being open.
- Borders are partially or fully closed, especially airports, leaving people (our families, employees, business partners, customers and suppliers) "stranded".
- Essential materials and supplies may be limited due to distribution chains that are affected by the travel restrictions or absentee workers supporting those transportation means.
- Essential services around utilities, food distribution/access and banking systems may not be at "normal levels"; access to cash flow could be tight.
- People may not be willing to or able to come to work.

## Training

Employees should be trained on health issues of the pertinent disease to include prevention of illness, initial disease symptoms, preventing the spread of the disease, and when it is appropriate to return to work after illness. Disease containment plans and expectations should be shared with employees. Communicating information with non-English speaking employees or those with disabilities must be considered.

## Communications

Communications during a Pandemic involves both internal communications and external communications. Internal communication should be provided to our employees to educate them about pandemic influenza and measures they can take to be prepared. Risk communication is critical to inform employees regarding changes in the pandemic status. The following is one method for providing such information.



*Alert:* conveys the highest level of importance; warrants immediate action or attention.

*Advisory:* provides key information for a specific incident or situation; might not require immediate action.

*Update:* provides updated information regarding an incident or situation; unlikely to require immediate action.

Provide continuous updates through internal & external communications when a pandemic is imminent:

- Notification to employees of operational changes
- Provide frequent updates about the pandemic status
- Provide advisories and alerts as conditions change
- Ensure vendors and suppliers have available a dedicated contact
- Monitor local, state, and federal pandemic updates

Using phone systems that can perform automatic dialing from a database with each employees' contact number is useful to send notifications and messages about alerts. Many phone systems have the capacity to create a message center for staff to call-in and receive important updates. Computer systems have many options available for alerting and notifying key stakeholders through e-mails, pagers, etc. The use of the company website could serve as a portal for sharing information with employees and vendors.

Key contacts, a chain of communications and contact numbers for employees, and processes for tracking business and employees' status shall be developed. A procedure to notify key contacts includes both customers and suppliers in the event an outbreak has impacted your company's ability to perform services. This procedure also includes notification to customers and suppliers when operations resume.

Flexible work policies should be developed as possible. Workers should be encouraged to stay at home when ill, when having to care for ill family members, or when caring for children when schools close, without fear of reprisal. Tele-commuting or other work-at-home strategies should be developed.

### **Managing During a Pandemic**

During an emergency, employees look to management to provide leadership for the company. Companies that don't have emergency plans often struggle with the chain of command because the company leaders have not had an opportunity to think through the effects of a crisis. Any pandemic disease plan or disease containment plan should have a



coordinator appointed. Our coordinator is the safety manager, who will be responsible for dealing with disease issues and their impact at the workplace. This may include contacting local health department and health care providers in advance and developing and implementing protocols for response to ill individuals. ACI Services needs to demonstrate to our employees that the leaders have a plan and are able to work together.

During a pandemic, many managers may be out sick or at home taking care of ill family. A plan should include redundancy for the specific measures identified as part of the response plan and those additional responsibilities need to be designated in the management structure.

### **Maintaining Essential Services**

Utilize the risk assessment to identify the critical components to maintaining your operation. Prioritize these components (services and materials) and begin identifying provisions to support those components during an emergency.

The assessment of critical operations needs to include supplies and human resources. Identify the essential staff necessary to continue operations in emergency situations (4 to 6 weeks). Develop a method to cross-train or back-fill these essential employees should the impact of absenteeism during a pandemic minimize worker availability. Look for creative solutions to operational needs such as, creating partnerships with vendors, suppliers, and personnel management agencies, in developing a robust plan.

The key to maintaining essential services is to identify the critical components that may become scarce during a pandemic. By identifying these early, you can begin looking for ways to create back-up systems, supplies, and other resources.

### **Monitoring & Reporting**

Monitoring absenteeism and identifying the number of ill workers will provide useful information regarding operational decisions that need to be made during all phases of a pandemic. Reporting these numbers to the local public health department will also provide them with a community wide surveillance to implement necessary public health measures. For this reason, developing a monitoring and reporting system will be essential for most business continuity of operations.

- ACI Services has designated our safety manager as the Influenza Manager. This person is be responsible for tracking the employees who call in sick or get ill at work. Weekly or daily reports would be provided to upper management for determining policy issues



that may need to be implemented. In addition, these reports should be available to the local health department for community wide surveillance and could be initiated during the regular flu season.

- Workers should be encouraged to obtain appropriate immunizations to help avoid disease. Granting time off work to obtain the vaccine should be considered when vaccines become available in the community.
- Pandemic reporting will be developed during the alert phases to identify community clusters. Self-reporting forms may be made available on-line, and provided to institutional settings, long-term care homes, public schools, responder agencies, and large businesses.

Information generated through this type of integrated surveillance program will be used to: determine when a pandemic begins, track its course globally, nationally, regionally, and locally; guide antiviral use, and evaluate management efforts.

### **Public Health Measures**

Access to vaccines and antiviral drugs during a pandemic will be extremely limited, non-medical interventions may be the only way to delay the spread of the disease. Many of the interventions, however, may affect human behavior and human rights and therefore need a strong educational and legal basis. Moreover, most of the interventions are based on limited evidence. Therefore, transparent decision-making and frank information-sharing should go hand-in-hand with the measures discussed in this section.

The key to make public health measures effective, involves providing information to staff on the threat of a pandemic, limitations of resources to combat the disease, and educational awareness of the measures that need to be implemented before a pandemic begins. These efforts are intended to modify behavior so that utilizing these measures will be effective.

Examples of public health measures include:

- Utilize good hygiene by following recommended protection and infection control measures
- Minimize exposure by avoiding public gatherings, public places, and areas considered high risk
- Social distancing including increasing the space between employee work areas and decreasing the possibility of contact by limiting large or close contact gatherings should be considered.



- Update vaccinations including seasonal flu and pneumonia
- Keep physically healthy; eat right, drink plenty of fluids, exercise, and get plenty of sleep
- Maintain a positive mental attitude
- Stay home and seek medical care when sick

Utilize experts from the field of public health and emergency management to resolve questions about the plans. At a minimum, create informational bulletins to place in the workplace for employees and customers recommending good hygiene measures.

### **Infection Control Measures**

Guidelines for infection control are important to clarify the routes of transmission and the ways to interrupt transmission through measures of hygiene. Infection control is an essential component of pandemic management and a component of public health measures. Utilize training sessions, and signage to make staff aware of the essential measures.

Examples of Infection Control Measures:

1. Stay at home when you are sick. If possible, stay away from work, school and from running errands. You will help others from catching your illness.
2. Cover your coughs and sneeze into tissue, or cough into your shirt sleeve.
3. Hand washing and use of hand sanitizers should be encouraged by company supervision. Hand washing facilities, hand sanitizers, tissues, no touch trash cans, hand soap and disposable towels shall be provided by ACI Services.
4. Wash your hands often to avoid spreading and getting germs.
5. Enhance existing housekeeping service by wiping down and disinfecting work areas (i.e. keyboards, telephones, desks, etc.) frequently.
6. Enhance housekeeping services for general public use areas several times throughout the work period.
7. Clean all areas that are likely to have frequent hand contact (like doorknobs, faucets, handrails) routinely and when visibly soiled. Work surfaces should also be cleaned frequently using normal cleaning products.
8. Use personal protective equipment where appropriate to minimize exposure (i.e. gloves- for handling money, masks- for ill employees)

### **Implementation, Testing, and Revision of the Plan**

Writing the plan may seem the most difficult but ensuring the plan works can only be achieved in testing the plan. There are numerous ways available to accomplish this, without



having to wait for an actual emergency. Implementing any of the following policy measures during the upcoming flu season will enhance the ability to respond to a pandemic outbreak.

- Place signage to stimulate good hygiene
- Track employee absenteeism
- Stay home when ill
- Conduct employee training

Testing the plan (preferably annually) can also be accomplished by conducting exercises. Exercises range from low stress to full scale, hands on drills. A tabletop exercise is the easiest way to begin testing a plan. This type of exercise involves having discussions regarding a scenario that challenges the plan and the decision makers during an emergency. Functional exercises take on an additional level of complexity, in that they actually require participants to conduct functional components of the plan. This usually involves planning specific scenarios, creating pretend data and present issues that target an area within the plan to be tested.

Each of these methods of testing the plan requires extensive planning for the exercise and the evaluation. The evaluation is critical to revising the plan, by capturing actual responses during the exercise or drill objectively. Once this data is captured, an after-action report with recommendations to revising the plan should be completed within a few weeks of the exercise.

### **If a Pandemic Event Occurs**

After a pandemic event, as in any incident (workplace accident, etc.), there are learning opportunities. Largely, the same procedures for incident investigation should be utilized. The safety manager will review what occurred, what went right and more importantly what may have gone wrong. Any deficiencies need to be addressed with recommendations of corrective actions to be taken and implemented/ integrated into the company's pandemic plan.

Assistance for implementing and testing a plan is available through Emergency Management both federal and local levels, and public health. Additionally, there are many consultant agencies available to assist in exercise design and facilitation.