ATI | *GO BACK SAFELY*℠

A PROGRAM DESIGNED FOR REENTERING & MAINTAINING A SAFER WORKPLACE

ATI DISASTER RECOVERY SERVICES

(800) 400-9353
ATIrestoration.com

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Introduction

American Technologies, Inc. (ATI) is a nationwide provider of Disaster Recovery Services. This guide and our Go Back Safely℠ program are designed to assist managers of facilities and businesses return to operations in a post-lockdown environment in the wake of the COVID-19 pandemic. We are confident that ATI's experience with biohazard decontamination and post-disaster recovery services will help you thrive as we all attempt to return to some degree of normalcy.

We understand that each facility and business has its own unique set of requirements, and this general guidance was established to provide helpful information for a variety of circumstances. Following the COVID-19 lockdown, this is more than "return to work," it is "return to life."

MARKET SEGMENTS

We service all industries, including:

Commercial/Industrial

Education

Multifamily

Federal

Retail

Hospitality

Healthcare

States & Municipalities

Your Facilities—What to Expect

If your business or facility was closed as the result of lockdown directives, you probably took precautionary measures to safeguard your property. They may have included shutting off utilities; removing debris, trash and perishables; securing doors, windows and passive systems; and deep cleaning. Regardless of these prudent measures, several things must be considered before reoccupying your facility after an extended closure:

WATER/MOISTURE INTRUSION

A leaky roof, opening or plumbing fixture may have contributed to a microbial (mold) issue. Often minor leaks go unnoticed after a building has been closed for a period of time. The remediation of mold can involve demolition, which can also expose asbestos in older buildings. A small, continual leak can become a much larger problem during prolonged closures.

AIR QUALITY

According to the ASHRAE Epidemic Task Force, "Ventilation and filtration provided by heating, ventilating and air-conditioning (HVAC) systems can reduce the airborne concentration of SARS-CoV-2 and thus the risk of transmission through the air. Unconditioned spaces can cause thermal stress to people that may be directly life threatening and that may also lower resistance to infection." For these reasons, it is important that your HVAC is adequately maintained and is functioning efficiently before reentry. Further, if your HVAC and associated ductwork have not been cleaned recently, it is recommended to do so before reopening the facility.

VECTOR INTRUSION

According to rodentologists, one of the effects of the COVID-19 pandemic is rodents in search of a food source. The absence of table scraps in restaurant dumpsters has caused rats and mice to do whatever is necessary to survive. If your pest control program was suspended when your facility closed, you may have some unwanted visitors in your building. Vector intrusion presents significant issues with sanitation, air quality and overall building health.

COVID-19 CONTAMINATION

If you are certain that your building has been vacant for more than one week, the chance of COVID-19 contamination is highly unlikely. However, the longer your facility has remained closed, the more you should consider a deep cleaning before habitation. This is especially true if a deep cleaning was not performed before closing your facility. We also recommend periodic COVID-19-related cleaning and disinfection once your facility is up and running.
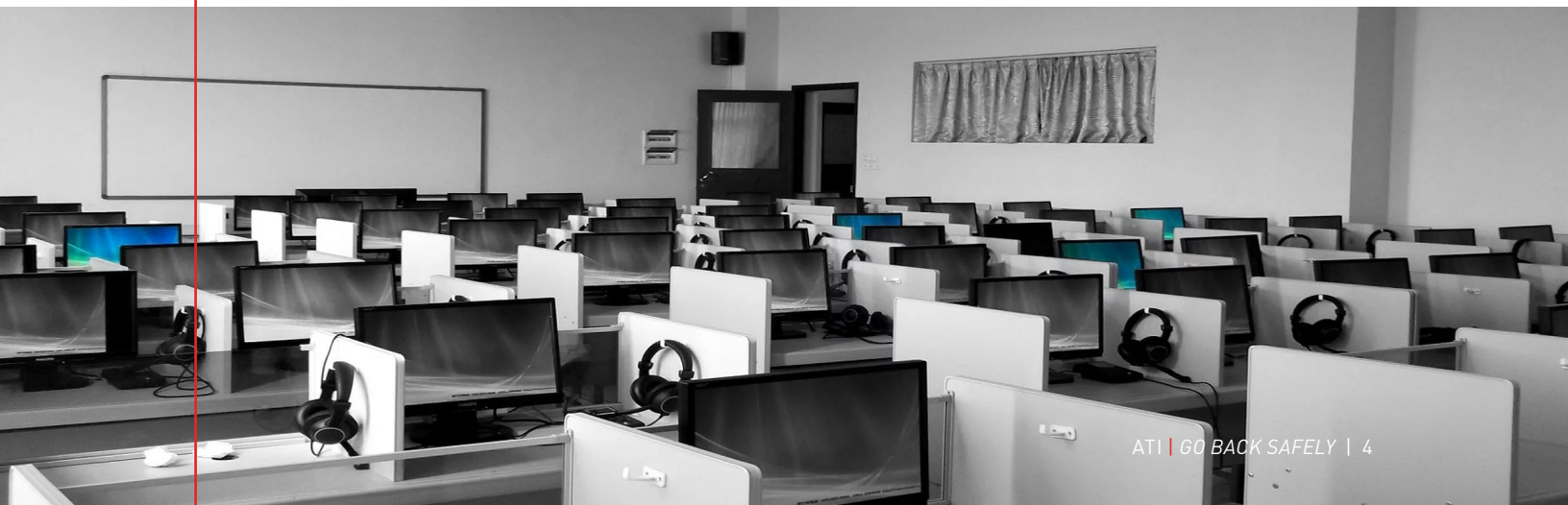
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GO BACK SAFELY℠ PROGRAM

ATI is trusted by Healthcare professionals nationwide to deal effectively with biohazard decontamination, including the COVID-19 virus. As the largest family-owned Disaster Recovery Firm in the U.S., ATI's Go Back Safely℠ program is designed to support you before and after you reopen your facility. Our program includes:

GO BACK SAFELY℠ EVALUATION

Our process includes a comprehensive evaluation and scoring of your building's health. Based on our findings, ATI will provide guidance for increasing your score and make recommendations regarding periodic COVID-19 virus disinfection services.

BUILDING HEALTH ISSUES

Building health issues identified during our Go Back Safely℠ evaluation can be handled by ATI. We offer a complete range of environmental services, including biohazard decontamination, microbial (mold) remediation, asbestos and lead abatement, HVAC and ductwork cleaning, and COVID-19 cleaning and disinfection.

PERIODIC COVID-19 VIRUS DISINFECTION

Based on the occupancy and use of your facility, and at the suggestion of both the CDC and OSHA, ATI will recommend a precautionary disinfection schedule related to the COVID-19 virus.

EMERGENCY RESPONSE AGREEMENT (ERA)

In support of your Business Continuity Plan, ATI offers its preferred clients an Emergency Response Agreement (ERA), ensuring rapid 24/7 response when emergencies or disasters occur, such as:

- Suspected or confirmed COVID-19 exposure
- Biohazard/Infectious disease contamination
- Building damage caused by:
    - Flooding
    - Fire
    - Earthquake
    - Extreme weather

24/7 CALL CENTER

For your convenience, ATI's Call Center is available 24 hours a day, 7 days a week, to assist with your emergencies and disasters.

CONTACT US

PHONE | (800) 400-9353
ONLINE CHAT | ATIRESTORATION.COM

Professional Disinfection vs. Janitorial Cleaning

Even after the lockdown is lifted, the COVID-19 virus will present health risks for the foreseeable future. Your janitorial team will continue to play a vital role in the health of your building, your employees, and your customers. Regardless of the frequency and thoroughness of your janitorial cleaning, it is highly recommended that you schedule periodic COVID-19 virus disinfection services to enhance the effectiveness of your cleaning efforts. ATI's disinfection services offer several advantages:

RAPID RESPONSE

Once a confirmed case of COVID-19 has been identified, it is imperative that you respond rapidly and decisively with the most effective disinfection measures. ATI's crews are equipped and trained to respond quickly to your call for service.

FLEXIBILITY

Most janitorial firms operate on a fixed, after-hours schedule while working for multiple clients and facilities. Because they have little to no surplus staffing, an urgent call to your janitorial firm for COVID-19 response may go unanswered. Whether your business is a small storefront or a university campus, ATI has the manpower and resources to accommodate your COVID-19 disinfection needs.

CDC-APPROVED/SUSTAINABLE SOLUTIONS

ATI only uses CDC-approved disinfection products, and our crews are trained in the proper application of these chemicals. Some CDC-approved chemicals, if not applied correctly, can pose significant health and safety risks to the crew and building occupants. Our disinfecting products and application procedures are vetted by scientific health professionals. Further, our CDC-approved products are environmentally friendly and sustainable.

HEALTH AND SAFETY

ATI is an Essential Service Provider operating within multiple Critical Infrastructure Sectors. As such, ATI is given preferential access by major suppliers to the most effective Personal Protective Equipment (PPE) as required by the most extreme environments. In addition, our crews are instructed to practice the donning of PPE, as well as social distancing and isolation, both to and from the client site. These measures help to ensure the health and safety of our clients, their building occupants and our employees.

MEANS, METHODS AND TECHNOLOGY

Healthcare professionals nationwide trust ATI for infectious disease control. For many years, ATI has maintained embedded staff in hospitals, providing decontamination and isolation support. Our response to the COVID-19 pandemic was not an afterthought, but rather a proficiency based on years of training and experience. Our tools of the trade go far beyond brooms, sponges and mops. Our means and methods for COVID-19 virus disinfection include:

• Fogging Machines:

Ultra-low volume (ULV) fogging machines are cold fogging machines that use large volumes of air at low pressures to transform liquid into droplets that are dispersed into the atmosphere. This type of fogging machine produces tiny droplets with diameters ranging from 1–150 µm (one millionth of a meter). ULV machines are used for applying pesticides, herbicides, fungicides, sterilizers, and disinfectants, among other chemicals.

The chemicals used in this type of machine are more concentrated than the chemicals used in other spraying equipment, which also increases their killing efficiency. Other advantages of ULV misting machines include lower risks of injury due to the fog cloud being nearly invisible, low volumes of carrier chemicals, lower application cost and low noise levels

• Electrostatic Sprayers:

Electrostatic spray surface-cleaning is the process of spraying an electrostatically charged mist onto surfaces and objects. Electrostatic spray uses a specialized solution that is combined with air and atomized by an electrode inside the sprayer. Subsequently, the spray contains positively charged particles that are able to aggressively adhere to surfaces and objects.

For the disinfection of indoor environments that require a cost-effective and rapid turnaround, nonthermal fogging is the best application for combating the COVID-19 virus. Additionally, the electrostatic machine requires certain products to be used with the device and specialized training.

Proper training is required to provide for consistency among disinfection technicians. ATI has had great results with traditional hand fogging using EPA-approved disinfectants. A wide variety of disinfectants can be used in a hand fogger without incompatibility issues.

• Ultraviolet Germicidal Irradiation (UVGI):
ATI offers as an added-value alternative to achieve surface sanitation and sterilization. The application of UV-C energy to deactivate microorganisms is known as Germicidal Irradiation or UVGI. The UVGI Room Sanitizer unit is specifically designed for disinfection of bacteria, viruses and fungi (mold) on exposed surfaces and can be used in various indoor environments.

Artificial UV-C energy is produced in germicidal ultraviolet lamps, which produce UV radiation by ionizing low-pressure mercury vapor. These lamps are similar to typical fluorescent household lighting fixtures but do not have the phosphorescent coating which imparts the soft white light. Ionized mercury emits a predominantly discreet wavelength of 254nm (nanometer) in the UV-C band, which is an ideal wavelength for destroying the DNA of single-cell organisms.

• Waste Disposal:
For Level 3 disinfection (confirmed COVID-19 cases), ATI treats all waste as biohazardous, regulated medical waste in accordance with regulatory requirements.

• COVID-19 Nerve Center:
In the early stages of the pandemic, ATI formed a COVID-19 Nerve Center to maximize our support to the communities we serve. This behind-the-scenes team provides an infrastructure to accomodate the incredible demand for labor, products, equipment, technology, continuity planning and information. From social media broadcasts to webinars to COVID-19 guidance documents, ATI is committed to educating and safeguarding the public amid the pandemic and will continue for the duration of the threat. ATI's Nerve Center enables us to respond efficiently and effectively to the needs of our clients.

EXPERT SPOTLIGHT: ATI'S TEAM SCIENTIST

DR. RICHARD WADE
Principal Scientist
Omega Environmental

Dr. Wade has been a consultant for ATI for more than 10 years on all matters involving environmental health issues, including the COVID-19 pandemic.

He has graduate degrees from the University of Michigan and postdoctoral training at Harvard and Oxford universities. Dr. Wade is a renowned expert in the epidemiological sciences, risk planning and environmental health engineering. Leaders worldwide have looked to him when designing their response to the SARS, MERS and Ebola outbreaks.

Risk Management and Corporate Planning (Templeton Business School), Oxford University; Oxford, England

Postdoctoral Training, Executive Training Program in Health Policy and Management, Harvard University, Cambridge, Mass.

Ph.D., Environmental Health Sciences, area of specialization: Environmental Sciences and Engineering, University of Michigan, Ann Arbor

M.P.H., Environmental Health; area of specialization: Environmental Sciences and Engineering, University of Michigan, Ann Arbor

B.S., Biological Sciences, University of New Hampshire, Durham

Postgraduate Training: Environmental health policy (Harvard University), Risk Management and Corporate Planning (Oxford University; Oxford, England), Environmental Engineering, Toxicology, Genetic Engineering, Water and Wastewater Treatment Systems, Food Safety, Engineering Program and Policy Management, Corporate Management , Biofilms and pathogenic microbiology, Industrial Hygiene

DO-IT-YOURSELF PROCEDURES

If building owners, managers or operators choose to perform their own pre-return assessments and tasks, we recommend taking these worker safety considerations:

- Anyone preparing a building after a period of reduced inactivity because of COVID-19 should be provided with:
  – Appropriate PPE, such as masks, gloves, eye protection and coveralls (adhering to CDC recommendations)
  – Training in fitting, wearing and using PPE as well as safe removal, sanitizing and disposal
  – Requirements for hand washing and social distancing
  – Training on discerning the different applications of single-use vs. multi-use face masks
- PPE can also protect workers against exposure to dust, allergens and other contaminants that may have been introduced during the inactive period
- Some face masks may be designed for single-use only and should be safely discarded after use
- Follow all applicable safety practices, referring to existing regulatory requirements, policies, procedures and risk assessments

Building Occupants—What to Consider

Once your building has been determined to be safe to occupy, it is now time to focus on those who will occupy or frequent your facilities following the lift of the lockdown. The following guidance is for recommendation purposes only. You should consult your local regulatory agencies and your Human Resources department while developing your post-lockdown policies and procedures.

CREATING A POLICY

You should consider adopting an interim policy that will help to limit and/or prevent exposures to COVID-19 as your team reenters the office/facility environment. We all need to consider how best to decrease the transmission of COVID-19. These considerations can include:

- Employee risk
- Workforce separation and redundancies
- Transmission reduction
- Maintaining a healthy building environment
- Other considerations

EMPLOYEE RISK

As a firm committed to complying with all laws protecting qualified individuals with disabilities, your firm should provide reasonable accommodations for any known physical or mental disability. The Centers for Disease Control (CDC) website provides additional information on heightened risk factors because of the COVID-19 pandemic.

Employees with higher risk of complications from COVID-19 should be given special consideration in determining your return-to-office policy. High-risk employees should work with their supervisor on alternate work plans. Some high-risk factors may include severe chronic illnesses such as:

- Diabetes
- Heart problems
- Respiratory illnessses
- Hypertension
- Pregnancy
- Immunodeficiency from medications or medical conditions
- Any other reason the employee believes he/she is at heightened risk (age, pregnancy, or other chronic serious illnesses)

EXTERNAL COVID-19 EXPOSURE

Your policy should include a provision for employees who might have been exposed to the COVID-19 virus outside of the workplace. For such exposure, the affected employee should notify their supervisor or Human Resources department immediately.

If exposure to an employee is determined to be "secondary" or "tertiary," the employee should be allowed to return to work, be advised to seek medical attention and to contact Human Resources if COVID-19-like symptoms develop. No further action should be required.

If exposure is determined to be "primary," the employee should be required to stay home to monitor their health for 14 days. If the employee is at work, the employee should be sent home to monitor their health and provide evidence of medical clearance before returning to work. We also recommend that the affected employee's manager be given the discretion to allow work from home, if feasible.

You should review your company's Medical Leave of Absence policy to determine the allowance to use any paid time off benefits, i.e., vacation, floating holidays and/or sick time.

WORKFORCE SEPARATION AND REDUNDANCIES

To mitigate exposure to COVID-19 and the impact that this could have on your workforce and/or a specific department, redundancies should be considered in the return-to-office policy. Things to consider may include (where practical), the creation of rotation schedules for workgroups where some team members work from home and/or come into the office on different days. Flex schedules can also be practical depending on your workplace. Employees with personal health risks exacerbated by commutes, anxiety from being at the office, or mentally not ready should also be factored into the decision-making process. By now, many of us have become accustomed to video conferencing, which can be useful in accommodating these alternative arrangements.

EXPOSURE LEVELS

PRIMARY
Direct contact (e.g., touching, handshaking) with a person who has been confirmed with COVID-19. Also, "droplet spread," which involves the spray of droplets during coughing and sneezing while being within six feet (6 feet) of a person confirmed with COVID-19.

SECONDARY
Being within six feet of someone who is suspected (but not confirmed) to have COVID-19.

TERTIARY
Touching objects that someone suspected of having COVID-19 may have touched, or being in the general surroundings of someone suspected of having COVID-19.

GO BACK SAFELY℠ RECOMMENDATION

Following a confirmed case of COVID-19 exposure, ATI recommends deep disinfection of your facility. More information can be found at GUIDELINES FOR COVID-19 CORONAVIRUS CLEANING.

TRANSMISSION CONTROL

Methods to control transmission of COVID-19 may continue to evolve. You should continue to refer to federal, state, and local guidance for timely and accurate information that can guide appropriate measures. Some methods can include:

- Posted signage with rules for entry
- Designated points of entry set up for daily sign-in and temperature check
- Workplace coordinators responsible for monitoring entry requirements
- Mandatory no-touch temperature readings taken/witnessed by workplace coordinators
- Referral process for suspect temperature readings
- Requirement for, and provision of, facial coverings
- Change in layout of the office to support social distancing
- Use of caution tape or other measures to mark the revised layout
- Restricting access to nonessential areas to minimize the possibility of disease transmission and reduce the cost of periodic COVID-19 virus disinfection

MAINTAINING A HEALTHY OFFICE ENVIRONMENT

Safe work practices in the form of administrative controls can help to maintain healthy office environments. These practices can be used to reduce the duration, frequency or intensity of exposure to a specific hazard. Some examples of these practices may include:

- [ ] Tape markings/indicators on floors with six-foot separations leading to common areas or points of ingress/egress

- [ ] Staggered start/end times for employee schedules to prevent stacking at designated entry points

- [ ] Policies/health reminders posted in prominent areas for
  - Hand washing
  - Respiratory etiquette
  - Social distancing
  - Encouraging employees to stay home when sick

- [ ] Establish office cleaning and disinfection protocols
  - Eliminate scheduling conflicts between janitorial and COVID-19 disinfection provider
  - Develop notification process for identified COVID-19 exposures

- [ ] Provide adequate supplies for offices
  - Bottled water to eliminate the use of shared water-dispensing units
  - Hand sanitizer/touchless sanitizer stations
  - Face coverings (reusable)
  - Gloves

- [ ] Provide separate waste bins for PPE and cleaning materials

- [ ] Remove/arrange chairs and/or tables to maintain to social distancing practices

- [ ] Consider restricting/monitoring access of certain common areas such as conference rooms and break rooms in support of social distancing

- [ ] Encourage the use of video conferencing for meetings, even within the building

- [ ] Prop open internal doors to frequently accessed areas, thus limiting the need to touch door handles

- [ ] Ensure all workspaces are a minimum of six feet apart

- [ ] Where practical, ensure every enclosed office space is used as an employee workspace

- [ ] Institute modified elevator capacity policies

- [ ] Consider installing shield guards at reception desks

- [ ] Establish a single phone number/email address to field inquiries (manage and track questions, escalations, concerns, etc.)

- [ ] Designate one location for any deliveries to the building/space and disinfect items centrally, assigning delivery management and sterilization as a task to specific employees only

- [ ] Designate a specific enclosed room to isolate any person who experiences symptoms of an illness while at work

OTHER CONSIDERATIONS

- **Vigilance:** We will all be reunited with people we care deeply about. It is important not to "drop our guard" with regard to social distancing and other precautionary measures.

- **Contingency Plan:** Though not likely, a resurgence of COVID-19 cases could compel another lockdown. Be prepared in the event you have to return to remote operations.

- **Cross-training:** Consider cross-training of employees. A resurgence or another pandemic can create high absenteeism, resulting in gaps in your talent base.

- **Essential Employees:** Develop a list of your essential vs. nonessential employees in terms of who must work from the office/facility. Remote work is still the safest option when practical.

- **Scheduling:** Develop project schedule/timeline for the return-to-office initiatives and communicate it to the impacted employees.

- **Communication:** Communicate all back-to-work requirements to employees beforehand, including changes in workplace seating arrangements. When practical, conduct videoconferencing training of all back-to-work changes and requirements.

- **Jurisdictional Requirements:** When operating in various regions, be sure to understand the local requirements for each region. A policy developed in California may not be relevant in New York.

- **Work-From-Home Priority:** In addition to giving work-from-home priority to high-risk persons as previously addressed, consider that many schools and daycare providers may still be closed indefinitely. As such, employees with dependents should be given priority as you consider your work-from-home workforce.

- **Lessons Learned:** The COVID-19 pandemic has provided us with a tremendous opportunity to improve operations while preparing for the future. Take this opportunity to create or improve upon your business continuity plan. Part of your business continuity plan should be the identification of more than one disaster recovery provider. We sincerely hope that you consider ATI as your primary resource in that regard.

ATI Cares

As the nation's largest family-owned Disaster Recovery Firm, we respect the human story behind every catastrophe and every loss. During the COVID-19 crisis, our crews have worked tirelessly to restore thousands of buildings to a healthy state, while helping to prevent the spread of this deadly disease. The safety of our teams and our clients has been, and will always be, our number-one priority. Until there is a vaccine, ATI will continue to do its part to battle this unseen enemy on behalf of our clients.

We will continue to provide more guidance and recommendations as new ideas and practices emerge—that's part of our ongoing commitment to helping our clients prepare for what's next. In the meantime, contact us to learn more about our Go Back Safely℠ program and how we can help you during this crucial phase of the recovery.

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ATI RESPONDS TO CATASTROPHES NATIONWIDE

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