

COVID-19 RESPONSE GUIDELINES

Terminal Supply Co.

Terminal Supply wants to assure you that while COVID-19 has changed the way we operate, everyone's health and safety is our top priority. We are determined to continue to serve you by making our supplies and service accessible, while remaining open during these times. At TSC, we have been continuously reviewing and updating our policies and procedures to ensure compliance with all newly enacted laws. Below, you can read about the latest decisions being made by the company and the actions being taken to adapt to COVID-19, along with a set of resources that we hope will help guide you.

SCREENING GUIDELINES

To help reduce potential risk of infection posed by workers and visitors to our facilities, proactive screening protocols will be in use. All individuals are to be screened without exception. Screening must be done daily. Entrances into the facilities will be limited to ensure everyone has been screened and authorized to enter.

Employees

- Before you come to work each day, you will be required to take your temperature, if your temperature is over 100.4, you should follow instructions to stay home AND call your Supervisor/Manager & HR.
- Designated screener will take your temperature with a touchless thermometer. Designated screener will ask you the following questions:
 1. Have symptoms of a fever, cough, shortness of breath, sore throat, diarrhea, chills, repeated shaking w/ chills, muscle pain, headache, new loss of taste and/or smell, or extreme fatigue
 2. Living with someone who has symptoms of a fever, cough, shortness of breath, sore throat, diarrhea, chills, repeated shaking w/ chills, muscle pain, headache, new loss of taste and/or smell, or extreme fatigue
 3. Contact w/ a positive Covid-19 person in the past 14 days that TSC is unaware of
 4. Traveled or been in a large gathering of 35+ people that TSC is unaware of
- Immediately upon entering the building, wash your hands for 20 seconds before starting work.
- All Troy Outside Sales staff are to only enter the facility through the Pick-Up Counter.
- All Out of State Outside Sales staff are allowed in the branch, but only in their designated area, with no contact to be made with Branch Staff.

Visitors and Guests

- Non-essential visitors will be limited or prohibited – only “business critical” visitors will be permitted at TSC.
- On-site non-contact thermal scanning and screening questions will be required for all visitors
- Any visitor having a temperature of 100.4F or higher is considered to have a fever and will be denied access to the facility

Social Distancing

In order to decrease the transmission of COVID-19, TSC facilities are practicing social distancing. Social distancing involves taking steps to limit the number of people one comes into contact with, reducing the risk of transmitting the virus. Practice social distancing when traveling throughout the facilities.

- Do not congregate in groups.
- Stay in your assigned area and within your assigned workspace, with exception of entering / leaving, lavatories or to complete a job task at a communal piece of equipment such as but not limited to copiers and fax machines.
- Floor paths have been marked with directions to walk & to visualize 6 feet from desk areas.
- Follow conference room markings to enforce 6ft distance.
- Limiting break room capacity.
- Implementing strategies to limit face-to-face contact (use email, phone or web meetings).

Cleaning Practices

New cleaning practices have been implemented in our facilities.

We are now doing the following:

- Troy buildings are being cleaned hourly by our designated employees, following a checklist.
- Employees are responsible for cleaning their own workspace.
- Employees are responsible for cleaning breakroom after every use.
- Employees are responsible for cleaning the conference rooms after each meeting.
- Daily night cleaning by a third-party cleaning company.
- Cleaning supplies available throughout the facilities.

Personal Wellness Habits

The following personal wellness habits need to be executed daily:

- DO NOT leave your home if you are sick or experiencing symptoms.
- Wash your hands for at least 20 seconds with soap and warm water, or use an alcohol-based hand sanitizer when soap and water aren't available.
 - Hourly reminder to wash hands.
- Avoid touching your eyes, nose and mouth.
- Avoid handshakes and hugs.
- Shield coughs and sneezes with a tissue, elbow or shoulder (not into the bare hands).
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

Personal Protective Equipment (PPE)

- Masks:
 - All employees working on-site or in the field have been given 2 masks.
 - Must be worn every time you leave your work station.
 - Employees need to wear face masks correctly
 - Wash your hands before putting on your face mask
 - Put it over your nose and mouth and secure it under your chin

- Try to fit it snugly against the sides of your face
 - Make sure you can breathe easily
- Gloves:
 - not mandatory & not a substitute for washing of hands.

Covid-19 Symptoms

COVID-19 Symptoms have expanded beyond shortness of breath, fever, and cough to include but not limited to, chills, repeated shaking, earache, muscle pain, persistent headache, sore throat, diarrhea and loss of taste or smell. Symptoms may appear between two and 14 days after exposure to the COVID-19 virus.

Self-Quarantine Guidelines

Employees who are symptomatic, or have been in contact with an individual exposed to COVID-19 must quarantine for at least 72 hours before they are permitted entry into TSC facilities.

Employees who have been confirmed to have COVID-19 must quarantine for 14 days before they are permitted entry into TSC facilities.

Symptoms at Work

If you experience symptoms at work:

- Maintain a six-foot distance from others
- Notify your supervisor or human resources
- If you have acute respiratory distress your supervisor or human resources will call 9-1-1
- If you do not have acute respiratory distress you are advised go home, contact your healthcare provider, as needed

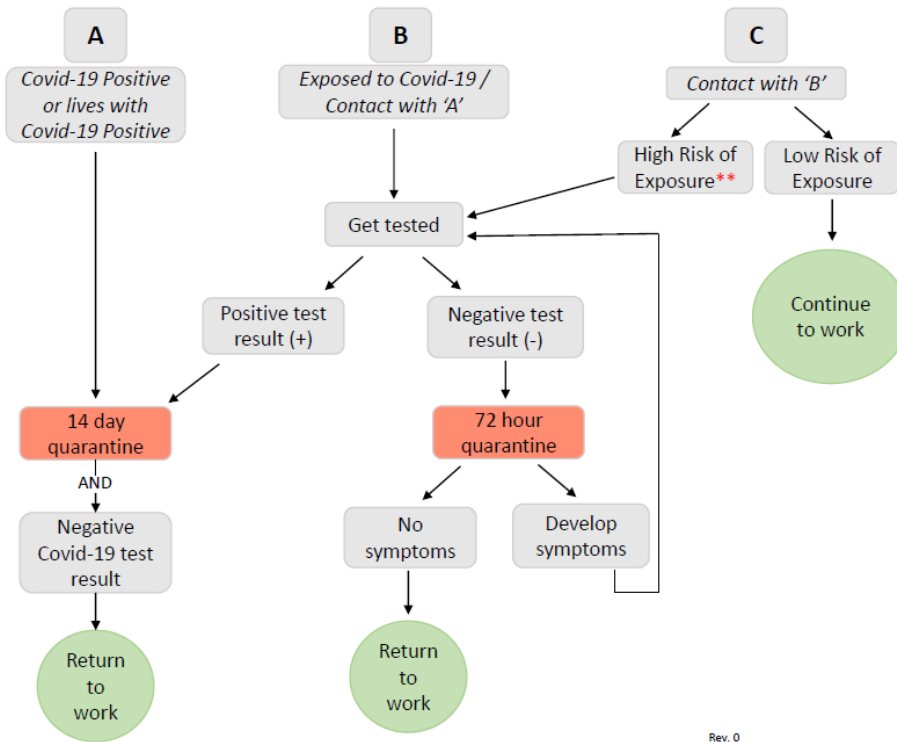
Note: All parties are expected to maintain strict confidentiality of medical information, including the identity of the affected individual.

Confirmed Covid-19 Reporting and Action Protocol

If you are diagnosed with coronavirus COVID-19 you should report your status immediately to Human Resources. Human Resources will complete Contact Tracing to include:

- All areas where individual had been
 - Talk to close contacts to verify possible exposure while maintaining confidentiality
- The areas where this positive employee worked and visited will be cleaned and disinfected.
 - Only low-risk exposure employees will return to work once cleaning is completed.
 - Building/work area will be evacuated if during work hours.
- Confirmed positive employee will quarantine for 14 days and test negative before returning to work
- Employees exposed to Covid-19 will be sent to get tested immediately. Employees cannot return until negative test result and 72 hour quarantine.
- If close contact becomes symptomatic or tests positive, Human Resources to identify their close contacts to conduct contact tracing

COVID-19 TSC Employee Testing and Quarantine Protocol



****CDC: Close contact with Covid-19 positive or potentially exposed individual if less than 6 feet apart for 15 or more minutes**

If you are exposed to Covid-19 (person 'A' or 'B'), this will result in AT LEAST 72 hours of quarantine.

For 'A' and 'B' employee

Steps taken by HR / Response Team:

1. Evacuate building/work area if during work hours
2. Deep clean infected areas
3. Conduct contact tracing
4. Determine if employees are in categories A, B, C high risk, C low risk
5. Only allow 'C' low risk employees back into building once cleaned

Guidelines are subject to change due to regulatory changes, individual circumstances or doctor recommendations

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Employees Who Visit Customers and Suppliers

Before conducting any in-person visits, employees should verify the visit is business-critical. If an in-person visit is required, make sure you have the appropriate PPE, use non-contact greetings and understand and follow customer and supplier protocols.

When driving, if more than one person is in the vehicle, all occupants should wear masks. An employee does not need to wear a mask if it impedes their vision, if they have a medical condition, or if it would create an unsafe condition in which to operate equipment or execute a task.

It is recommended that employees limit stops when traveling between their home and their worksite.

Responses to Covid-19 Concerns

Talk to your manager about any concerns you may have. TSC is committed to timely responses and resolutions of concerns.

Resources

Please visit the following sites:

- **CDC (Centers for Disease Control and Prevention)**
 - <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
- **WHO (World Health Organization)**
 - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- **State of Michigan**
 - <https://www.michigan.gov/coronavirus>
 - Testing Location:
 - <https://www.michigan.gov/coronavirus/0,9753,7-406-98189---,00.html>
- **Oakland County**
 - <https://www.oakgov.com/covid/Pages/default.aspx>
 - Testing Location:
 - <https://www.oakgov.com/covid/best-practices/sick-caring/Pages/testing.aspx>