

## Contents

Section 1.0 - USWSC Corporate Policy Statement.....	2
Section 2.0 – Reducing transmission among staff utilizing Best Practices for Human Hygiene to slow the spread of COVID-19 .....	4
Section 3.0 - Protecting people who are at higher risk for adverse health complications.....	5
Section 4.0 - Cleaning and Disinfection Recommendations .....	5
Section 5.0 – Maintaining business operations as an “Essential Function to human health” and Restricted Access.....	6
Section 6.0 – Call for Reduced Staffing .....	8
Section 7.0 – Working Remotely .....	8
Section 8.0 – Contingency Staffing .....	8

## Section 1.0 - USWSC Corporate Policy Statement

The White House has declared a National Emergency based on the World Health Organization's declaring the COVID-19 outbreak a Nation Pandemic. As a result, a disaster response plan is necessary to prevent, contain and mitigate the effects of the COVID-19 virus for essential Government Services. Utilities must make every effort to remain operational during these trying times. As an environmental services firm, the "Protection of Human Health and the Environment" is of utmost importance to U.S. Water Services Corporation (USWSC). USWSC shall hold in highest regard the safety and health of employees, subcontractors, clients and the public. Health promotion is essential to our ability to continue to provide essential high-quality and sustainable services during challenging times. The prevention of illness through proactive pre-planning is a good business practice.

USWSC realizes the success of any pre-plan depends primarily on the cooperation and support of everyone involved. All employees are expected to comply with the requirements of this program as a condition of employment. Investigations into the COVID-19 outbreak are ongoing, and the information we have right now may change as we learn more about this virus (WHO, 2020). These guidelines shall act as minimum precautions to be followed. Changes to the Plan shall be routine based on findings and recommendations from the CDC, Department of Health and recommendations from the Governor's Office.

The Plan is designed to provide a physical environment that minimizes outside COVID-19 exposure and to manage staff activities to reduce the risk of infection. Furthermore, if a COVID-19 epidemic impacts one of the communities USWSC operates within, general guidelines and/or recommendations shall be implemented and followed. USWSC, in cooperation with the CDC, USEPA, FDEP and other advisory agencies believe that following these general guidelines along with proper task planning and following proactive measures can slow the spread of the COVID-19 virus. It is the employee's responsibility to follow general guidelines to assure his/her own safety and that of his/her co-workers, to take actions to help in the fight against the spread of COVID-19 and to follow the guidelines provided herein.

### Section 1.1 - Objective

The objective of USWSC's COVID-19 epidemic pre-plan is to provide our staff and facilities with a means of establishing a safe, healthy and stable environment that minimizes the exposure and transfer of the COVID-19 virus. The CDC has advised, **"Americans should be prepared for the possibility of a COVID-19 outbreak in**

**their community,”** encouraging community members to take measures to reduce the spread of the virus. As such, USWSC has prepared this guidance document as minimum recommendations.

The World Health Organization (WHO) has published the *Water, sanitation, hygiene and waste management for COVID-19* technical brief (March 3, 2020), which discusses the persistence of the COVID-19 virus in drinking water and sewage and on surfaces. It states that “while persistence in drinking-water is possible, there is no current evidence that surrogate human coronaviruses are present in surface or ground water sources or transmitted through contaminated drinking-water.” For wastewater, it says, “While there is no evidence, to date, on the COVID-19 virus survival in water or sewage, the virus is likely to become inactivated significantly faster than non-enveloped human enteric viruses with known waterborne transmission.” For these reasons, this pre-plan is intended to focus on slowing the spread through human contact transmission.

In order to fulfill the key objective of this pre-plan, USWSC has established the following fundamental objectives for the plan.

1. Reducing transmission among staff utilizing Best Practices for Human Hygiene to slow the spread of COVID-19,
2. Protecting people who are at higher risk for adverse health complications,
3. Maintaining business operations as an “Essential Function to human health,”
4. Cleaning and Disinfection Recommendations
5. Restricted Access/Essential Employee
6. Separation of Departments
7. Restrictions involving group meetings, including training
8. Working Remotely and Limited Facility Access
  - a. Priority Monitoring
9. FDEP and EPA Contact

## Section 2.0 – Reducing transmission among staff utilizing Best Practices for Human Hygiene to slow the spread of COVID-19

- **Do's:**
  - Wash hands with soap and water for at least 20 seconds, especially after using bathroom, before eating, after blowing your nose, coughing or sneezing. If handwashing is unavailable, use hand sanitizer.
  - Do stay home when you are ill.
  - Avoid touching your face.
  - Stop handshaking.
  - Set regular hand washing reminders.
  - Do cover your cough or sneeze with a tissue and dispose of the tissue in the trash.
  - Do disinfect frequently touched objects and working surfaces, including doorknobs, computers and instruments.
  - Maintain social distancing and be considerate of teammates' health and wellness.
  - Away from work, all staff is encouraged to reduce outings and errands to essential-only and stay home as much as possible.
- **Don'ts:**
  - Don't touch your eye's nose and mouth with unwashed hands.
  - Don't have close contact with other people. Try to maintain 6 feet of separation between others.
  - CDC does not recommend the use of facemasks for the general public to prevent the spread of COVID-19 as close person-to-person contact is currently considered the greatest risk for transmission, and transmission in general population areas has not been observed.
- **Emphasize staying home when sick, respiratory etiquette and hand hygiene by all employees:**
  - Place posters that encourage staying home when sick, cough and sneeze etiquette, and hand hygiene at the entrance to your workplace and in other workplace areas where they are likely to be seen.
  - Provide tissues and no-touch disposal receptacles for use by employees.
  - Employees shall be instructed to clean their hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol or wash their hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty.

- Provide soap and water and alcohol-based hand rubs in the workplace. Ensure that adequate supplies are maintained. Place hand rubs in multiple locations or in conference rooms to encourage hand hygiene.
- Visit the coughing and sneezing etiquette and clean hands webpage for more information.

### Section 3.0 - Protecting people who are at higher risk for adverse health complications

- **Actively encourage sick employees to stay home:**
  - Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick.
  - Ensure that your sick leave policies are flexible and consistent with public health guidance and that employees are aware of these policies.
  - As healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely way, Manager's have been authorized to forego the requirement a healthcare provider's note for employees who are sick with acute respiratory illness.
- **Separate sick employees:**
  - CDC recommends that employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day should be separated from other employees and be sent home immediately. Sick employees should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).

### Section 4.0 - Cleaning and Disinfection Recommendations

All employees are required to disinfect all working surface at least once per shift and more often as necessary.

- **Perform routine environmental cleaning:**
  - Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label.

- No additional disinfection beyond routine cleaning is recommended at this time.
- Provide disposable wipes, to the extent possible, so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks) can be wiped down by employees before each use.
- **Additional Measures in Response to Currently Occurring Sporadic Importations of the COVID-19:**
  - Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and refer to CDC guidance for how to conduct a risk assessment of their potential exposure.
  - If an employee is confirmed to have COVID-19, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). Employees exposed to a co-worker with confirmed COVID-19 should refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

#### Section 5.0 – Maintaining business operations as an “Essential Function to human health” and Restricted Access

- **USWSC has implemented the following steps to ensure continuity of services during the COVID-19 outbreak.**
  - Office and facilities workspaces, including lunch and break areas, shall be cleaned and disinfected no less than once per day by an assigned employee or staff position. This employee is responsible for the cleaning and disinfection of all high-touch surfaces including horizontal, vertical and contact surfaces. Special attention should be given to shared equipment such as computers, laboratory testing equipment, mobile meter reading equipment and the like.
  - All meetings should be held via tele-conference or by video to limit in person meetings and gatherings.
  - USWSC will, to the extent possible, provide sufficient gloves, cleaning soaps, disinfectants, spray bottles, and other cleaning equipment.
  - Field personnel should exercise caution and use appropriate PPE to minimize exposure to wastewater and potentially infectious materials. Supervisors and Managers shall provide adequate supplies of gloves, disinfectants and cleaning supplies to our field staff.
  - All plants are closed to the outside public. We have empowered the Managers to take the necessary steps to reduce direct outside contact and

close plant access to non-essential personnel. No meetings with outside personnel, such as salesman shall be allowed. Outside deliveries for packages and mail shall be left at the door, in no case shall delivery drivers be allowed in direct contact with staff. All staff should make an effort to minimize exposure and physical contact with the public.

- Customer Service Offices shall be closed to the general public. Offices that must remain open to the general public shall place hand sanitizing stations, prominently displayed, immediately outside the facility doors. Once a customer leaves the reception / greeting area, staff will disinfect all surfaces within the area.
- Interdepartmental contact shall be restricted to the extent possible.
- Shift scheduling is required. Managers are advised that they must equalize shift scheduling; such that, they are not placing most of their staff on any one shift and minimizing staffing levels on remaining shifts. By spreading out coverages, USWSC is working to minimize the number of employees working together on similar shifts, which has been found to increase chances of COVID-19 spread among the workforce. The staggering of staff and shifts is not limited to field personnel and should be applied to office staff to the extent possible.
- Contractors shall not be allowed inside the facilities, unless necessary for continuity of work. In cases where outside contractors require access, they shall disinfect their work area prior to and after performing the essential functions. Employees shall avoid areas where outside contractors are performing work.
- USWSC has encouraged each of its Clients to suspend all disconnection service notifications and dunning notices sent to customers due to delinquent payments on all accounts until further notice. By doing so, we are ensuring customers have access to safe, clean and reliable water service, while minimizing employee contact with the public and allowing our operators to focus on higher priorities during this difficult time.
- Restrictions have been placed on group gatherings. USWSC continues to encourage daily operations and safety meetings. Such meetings shall be conducted by phone, webinar, hand-outs or in small groups where distances between employees remain at a minimum of six (6) feet of separation as recommended by the CDC. In no case shall group gatherings be permitted.
- Field employees are asked to dispatch directly to the field and not congregate in offices or large groups.
- USWSC has temporarily suspended business-related travel. If there is a business reason to fly, employees must first receive approval from the CEO or one of the Vice President's.

## Section 6.0 – Call for Reduced Staffing

- **Should it become necessary to reduce staffing, USWSC is prepared to work with FDEP to coordinate essential tasks**
  - The local Project Managers will put together a staffing plan, which identifies essential functions and staffing levels required to perform those functions. An essential function list will be generated based on guidance from FDEP.

## Section 7.0 – Working Remotely

- **Where practical USWSC will implement the ability to remotely operate treatment facilities**
  - If a community spread is identified and FDEP or the Department of Health advise of the need to drastically limit facility operation, on-site facility checks shall be performed at least twice daily. Employees shall check water quality and chemical levels to ensure enough chemical is available to operate for at least 12 hours between mandatory facility checks.
  - The EPA has informed all local regulatory agencies that “at a minimum, TRC and bacterial analysis will be required.” If a community outbreak or spread require remote monitoring, FDEP will be notified and a revised and approved Temporary Monitoring Plan shall be implemented. FDEP is actively working with EPA to determine what, if any monitoring may be temporarily suspended.
  - If remote operation becomes required, the Regional Manager shall assign staff to remotely monitor each facility’s SCADA systems around the clock, or anytime the facilities are not staffed.

## Section 8.0 – Contingency Staffing

- **USWSC has over 550 employees across the Company. Should the workforce become greatly impacted, once safe to do so, USWSC has the ability to mobilize staff from other areas across the Country that may not be as drastically impacted to ensure continuity of operation.**