



COVID-19 PREVENTION AND RESPONSE PLAN



Ross Ambrose, Managing Partner
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Note: This document is intended to assist in creating a COVID-19 prevention and response plan. It is not legal advice. Each company should assess the risks and mitigations that are appropriate to their firm and document plans accordingly.

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INTRODUCTION

AAA Porta Serve was founded in 2000 and provides a variety of portable sanitation services including portable toilets, handwash stations, sink trailers, holding tanks and solar light towers. As an essential industry, we are committed to providing you with safe, reliable resources during this extraordinary time. Whether you are a new customer or someone with whom we have had an ongoing relationship, we know we have to earn your business. Thank you for the chance to assist you.

PURPOSE

Coronavirus Disease 2019 (COVID-19) is a respiratory illness caused by the SARS-CoV-2 virus. It is highly infectious and spreads easily. Since late 2019 it has been present around the world and affects all aspects of daily life, including the activities on your job or event site.

It is essential we all do our part to slow or stop the spread of COVID-19. The purpose of this plan is to address the most common issues relating to portable sanitation and the precautions necessary for the health and safety of everyone during this time. Please read it carefully and reach out to us if you have questions. A list of contacts can be found at the back of this plan.

HOW COVID-19 SPREADS ON SITES LIKE YOURS

In order for us to work together to keep your job site safe, it is important to understand how this disease spreads. According to the Centers for Disease Control there are two main ways the virus spreads:

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Person-to-person

- The virus can move between people who are in close contact with one another (within about 6 feet).
- Usually, but not always, this occurs through respiratory droplets produced when an infected person coughs, sneezes or talks.
- These droplets can land in the mouths or noses of people who are nearby, and they can possibly be inhaled into the lungs.
- Importantly, COVID-19 may be spread by people who are not showing symptoms.
- Maintaining good social distance (about 6 feet) is very important in preventing the spread of COVID-19.

Through contact with contaminated surfaces or objects

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it, and then by subsequently touching their own mouth, nose, or possibly their eyes. The CDC recommends people practice frequent "hand hygiene," which is either washing hands with soap or water or using an alcohol-based hand rub/sanitizer. The CDC also recommends routine cleaning of frequently touched surfaces.

UNIQUE ISSUES TO PORTABLE SANITATION

Portable sanitation companies like ours provide equipment and services on routes throughout 6500 square miles of North Central Florida. These resources are aimed at providing your employees and guests with as safe and clean a place to take care of bodily functions and maintain good personal hygiene as is possible in

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a nonsewered environment. You and the people on your site(s) should be aware of the following information:

- Our workers must take special precautions to avoid contracting and spreading COVID-19 as they move from place to place. These will be covered in the plan that follows. For everyone's safety, we request that you and your employees respect these precautions and the time that it takes to adhere to them.
- Our workers must employ measures to ensure each site they service is as clean and safe as possible.

Because this virus spreads rapidly, often by people who have no symptoms, it only makes sense to behave as though each portable restroom unit has live COVID-19 virus present within it. While the cleaners and deodorizers used by our company in the portable toilet tank will kill the COVID-19 virus, if users have fecal matter on their hands and touch the surfaces of the unit, the virus may live there for as long as 72 hours according to a study in the New England Journal of Medicine.

Due to this, we strongly recommend service for toilets no less than once every three days, and for sites with many works as frequently as daily. Daily cleaning is promoted by the CDC for all toilets where COVID-19 is known to be present – hospitals, testing stations, etc. We also strongly recommend adequate handwashing or hand sanitizing facilities to meet the needs of your employees over the rental period – at ANY location.

- Our portable equipment is susceptible to vandalism and theft of the important supplies (e.g., hand sanitizer, soap, and toilet paper) that play a critical role in managing the safety of the units on your site. We will be

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happy to work with you on methods of keeping these things secure and of replenishing them if needed. However, should theft or damage occur, please note that you are responsible for these costs.

PREVENTION MEASURES

To prevent COVID-19, we will be taking the following measures:

- Our employees are required to wear personal protective equipment (PPE) including waterproof gloves, eye protection, face masks/shields, waterproof boots with steel or composite toes, and hard hats.
- Different gloves are used when cleaning portable toilet units and hand washing facilities. Our procedures require the service technician to follow specific protocols for changing gloves, storing and cleaning this equipment to avoid cross-contamination.
- We will clean the equipment you rent from us using products that are on the Environmental Protection Agency's (EPA) List N which meet EPA's criteria for use against SARS-CoV-2, the virus that causes COVID-19.
- We will stock the equipment you rent from us with tank pre-fill, soap and/or alcohol-based products for hand cleaning that have been shown to be effective on the virus that causes COVID-19.
- Should our team member who is responsible for servicing your site become ill with a suspected case of COVID-19, we will communicate this information to you so that you can take whatever measures you believe are necessary to protect your employees. We will also re-assign your service to another of our workers who, to the best of our knowledge, has not been infected.

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- We encourage our workers to avoid crowded work settings and close contact with customers. If you or your employees need to interact with our worker, we request that you observe at least six feet of distance.
- We are always eager to talk with our customers. However, during this period of social distancing our office staff are encouraged to use alternate forms of communication (i.e. videoconferencing, conference calls, email, etc.) to conduct business. We can be reached using Office@AAAPortaServe.com
- In accordance with CDC guidelines, we require that workers who have symptoms of acute respiratory illness stay home and not come to work until:
 - Resolution of fever without the use of fever-reducing medications **and**
 - Improvement in respiratory symptoms (e.g., cough, shortness of breath), **and**
 - At least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing medications **and** improvement in respiratory symptoms (e.g., cough, shortness of breath); **and**,
 - At least 7 days have passed since symptoms first appeared
- We encourage our workers to make safe, responsible choices when it comes to choosing to visit at-risk people or locations as it may impact when they are able to return to work.
- Our workers who have, within the prior 14 days, had close contact with someone who has COVID-19 are required to stay away from work for a period of 14 days. In those cases, the worker will be required to work remotely if the duties of their job will allow it. If our worker remains asymptomatic, they will be able to return to work after the imposed waiting period is complete.

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MITIGATION MEASURES

- Because COVID-19 lives in feces and on surfaces, our PPE and cleaning procedures assume that we are dealing with live virus. Our intent is to ensure that all virus and bacteria have been neutralized during our service activities in the manner that is safest for our workers and yours. Please review the previous sections regarding cleaning frequency and products.
- We encourage our workers who think they may have been exposed to COVID-19 to monitor their own health, work from home if feasible, and seek testing or medical advice if they develop symptoms.
- We require our workers who are experiencing symptoms associated with COVID-19, particularly a fever, or feeling unwell, to contact their health providers or local health departments for assistance. If they develop symptoms while at work and we send them to a clinic, we call the clinic in advance to inform health officials that the worker is coming in with exposure or signs of COVID-19.
- We require any of our workers who believe they may have been exposed to, or are showing symptoms of, COVID-19, to immediately leave the work site. If they are unable to leave immediately, the worker will be isolated in a secure location (such as the cab of the truck) on site until transportation arrangements can be made.

NOTIFICATION PROCESS FOR CONFIRMED CASES OF COVID-19

Prompt identification and isolation of potentially infectious individuals is a critical step in protecting those at your worksite and ours.

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If our worker is confirmed positive

If our worker has a confirmed case of COVID-19, or we become aware that s/he has been determined to be at high risk of COVID-19 and we are further aware that our worker has been in close proximity to someone at your work site (within 6 feet), we will notify your designated contact person so that you can take measures to protect your employees.

We will also employ the mitigation measures described in the prior section of this plan to ensure our worker is isolated for an appropriate length of time and the virus is not spread. A new worker from our company will take over servicing your site.

Should we notify you about an ill or risk-exposed worker, we recommend that you consider your employee(s) who have been within 6 feet of our worker for more than 10 minutes, or anyone around our infected worker in the presence of a cough or sneeze, to be at high risk for COVID-19. You should notify them of their potential exposure and make necessary arrangements with your affected employees regarding the need to quarantine.

If your employee is confirmed positive

Please contact Ross Ambrose, Managing Partner, at our company if (1) one or more of your employees is confirmed COVID-19 positive and/or is determined to be in a high-risk group AND (2) has had contact with our worker as described above so that we may take measures to protect him or her and slow the spread of the virus.

ONGOING SERVICE OF YOUR SITE

We are dedicated to providing portable sanitation equipment and services in a safe, friendly, and reliable way. During these times, everyone in our industry is challenged with supply chain issues and with looking after the health of ourselves and our communities.

Our commitment to you

- We will follow the protocols in this plan to prevent the spread of COVID-19.
- We will provide service on the contractually agreed schedule.
- We will endeavor to provide you with supplementary service and supplies as needed and requested, and to notify you in writing of additional costs that will be incurred for these add-ons
- If we cannot obtain equipment or supplies you request, we will offer you reasonable substitutes

It is your responsibility to:

- Follow the protocols in this plan to prevent the spread of COVID-19
- Notify us at least three (3) in advance if you require supplementary equipment or services. We will work to respond more quickly when necessary.
- Make your site accessible for service on the schedule to which we have mutually agreed.
- Pay invoices promptly, including those for extra supplies and equipment requested by you and damage to our equipment as specified in your rental agreement.

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RETURN TO WORK CRITERIA

In keeping with the CDC's recommendations, the decision to discontinue isolation of our worker will be made in the context of the particular circumstances of the situation and resources available for assessing the likelihood of spreading COVID-19. These now include both 1) a time-since-illness-onset and time-since-recovery (non-test-based) strategy, and 2) test-based strategy (where/when available).

Time-since-illness-onset and time-since-recovery (non-test-based strategy)

Workers who have COVID-19 symptoms and were directed to care for themselves at home may discontinue isolation under the following conditions:

- At least 3 days (72 hours) have passed since recovery, which is defined as resolution of fever without the use of fever-reducing medications and
- Improvement in respiratory symptoms (e.g., absence of cough, shortness of breath); and,
- At least 7 days have passed since symptoms first appeared.

Test-based strategy

A test-based strategy is contingent on the availability of ample testing supplies and laboratory capacity as well as convenient access to testing. If and when tests are available, workers who have COVID-19 symptoms and were directed to care for themselves at home may discontinue isolation under the following conditions:

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- Resolution of fever without the use of fever-reducing medications and
- Improvement in respiratory symptoms (e.g., absence of cough, shortness of breath) and
- Negative results of an FDA Emergency Use Authorized Test

Persons with laboratory-confirmed COVID-19 who have not had any symptoms may discontinue isolation when at least 7 days have passed since the date of their first positive COVID-19 diagnostic test and have had no subsequent illness provided they remain asymptomatic.

For 3 days following discontinuation of isolation, workers will continue to limit contact (stay 6 feet away from others) and limit potential of dispersal of respiratory secretions by wearing a covering for their nose and mouth whenever they are in settings where other persons are present, including on your job site.

OTHER INFORMATION

AAA continues to operate Monday – Friday from 7:30 AM until 4:30 PM. Weekend service and support can be arranged if required at your facility, site or event.

If you have questions or want additional information, please contact Ross Ambrose using the phone number or email address on the list below. We appreciate the opportunity to serve you.

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CONTACT LIST

Customers may contact the following people at our company for more information, to notify us of important information, or to make changes to their services.

Name	Role	Phone	Email
Ross Ambrose	Owner	386-454-0929	Ross@AAAPortaServe.com
Terri Nutter	Sales, Dispatch, Billing	386-454-0929	Terri@AAAPortaServe.com
Ross Ambrose	24 Hour Emergencies	352-359-4256	Ross@AAAPortaServe.com

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