

Footnote 1

From: A Message from Dinyar Mistry
Sent: Friday, February 28, 2020 4:43 PM
To: All PGE Corp Employees; All PG&E Utility Recipients
Subject: Coronavirus Update



Team,

At the request of Andy Vesey, and in consultation with Michael Lewis, I will be serving as the Officer-in-Charge of PG&E's response to the ongoing COVID-19/Coronavirus situation.

We are providing further clarification as a follow up to Andy's note yesterday. Our objective is to prioritize the health and safety of our colleagues, and ensure that we continue to provide safe and reliable electric and gas services to our customers.

Travel Abroad

- The Center for Disease Control (CDC) has identified several countries as experiencing Widespread or Sustained Community Transmission of the virus (Level 3 or 2). The current list of countries is: China, Iran, Italy, Japan and South Korea. The CDC's guidance can be found [here](#) and may be updated at any time.
- If you or someone who lives in your house has traveled to any of these countries in the last 14 days, you must not report to work, and if able, work remotely during that period. If your work cannot be accommodated from home, you will be granted time off with permission with pay.
- Any business travel to these countries is suspended immediately, unless approved by a Senior Vice President.
- If your travels have not taken you to any of those countries, you should continue to report to work. Please keep a close watch for flu-like symptoms, and take the necessary precautions (covered below) immediately if they appear.

Update Your Contact Information Today

An important part of maintaining business continuity is being able to reach each other at a moment's notice. **Please update your emergency contact information, including all phone numbers and addresses** so that others (your supervisor, co-workers, HR and more) can reach you:

- PG&E@WorkForMe >> My Info >> Personal Info >> Work Address

Preventing Spread of Viruses

We're asking all employees to practice basic hygiene to avoid unintentional spread of viruses, including the common flu. That includes:

- Wash hands frequently for 20 seconds using soap and water or sanitizer with high alcohol content.
- Avoid touching eyes, nose and mouth with unwashed hands. Also avoid shaking hands ... while sometimes awkward, it's helpful to prevent the spread of disease and there are polite ways to do it.
- Cover your cough or sneeze with tissue then discard the tissue properly.
- Seek medical attention immediately if you may have been exposed.
- Other tips [here](#).

* A note on N95 mask use: the CDC does not recommend wearing N95 for general use to avoid getting sick. They are primarily to be used when you are sick or prevent transmission if you are in close contact with someone you know to be sick.

Regular Updates

We will continue to provide regular updates on our [dedicated intranet site](#), on our Spotlight mobile channel and Daily Digest in the morning, as well as by email. You can also submit questions [here](#). Our teams are working quickly to respond to the ones we've received to date.

I know many of you have questions, and the news about this disease can create anxiety. In this, as in any unsettling situation, it's important to be supportive of each other, share facts not fear, and speak up with your concerns and ideas. We are all in this together.

Stay safe,

Dinyar

Footnote 1

From: A Message from Dinyar Mistry
Sent: Wednesday, March 4, 2020 1:13 PM
To: All PG&E Utility Recipients; All PGE Corp Employees
Subject: COVID-19 Updates and Actions



Team,

You are likely reading and hearing a lot about the spread of COVID-19, globally and here in California. I'd like to share what we're doing—and want you to do—in support of your health and wellness.

As of Tuesday afternoon, there were 80 cases reported in the U.S., of which 53 were in our service area. While the immediate health risk from COVID-19 is still considered low for the general American public, there are basic measures I want you to take:

- Wash your hands frequently, and for at least 20 seconds at a time.
- Avoid touching your eyes, nose and mouth.
- Stay home if you are sick.
- If you are sick or think you may have been exposed to COVID-19, contact your medical provider immediately. Before visiting a doctor's office or emergency room, call ahead and tell them about your recent travel and symptoms.

On our [COVID-19 topic page](#), we have posted an FAQ document and additional guidance on preventing illness. I encourage you to review this information and share with your colleagues.

Over the past week, PG&E's Incident Management Team dedicated to COVID-19 has taken several steps to prepare for and prevent the spread of the disease at our facilities. Here are a few of the key actions we've taken, which include new resources available to employees.

- **New Help Line:** We've created a dedicated branch of our HR Help Line for COVID-19 questions. Just dial **XXXXXXXXXX, Option 4** from 8 a.m. to 4 p.m. Monday-Friday, and PG&E employees will be available to answer your questions about PG&E's policies (work rules, time coding and more). If agents are busy or you have a question after-hours, you can leave a message and the team will respond within one business day. The line isn't intended to give medical advice; for this, we ask that you call your medical care provider. As we get more questions into our Help Line, we'll be updating the FAQs on our intranet.
- **New Meeting Guidance:** Some of you have raised a concern about large groups of people in common spaces, including meetings and also open-office configurations. At

this time, following the guidance of our Medical Director, we are implementing new guidelines on meetings, to follow best practices for preventing the spread of viruses. Effective immediately, we are asking organizers of meetings involving more than 20 people to arrange for virtual meetings, where possible, as opposed to in-person ones. If you work in a large group setting, please follow the basic hygiene guidance we've posted to our intranet.

- **Advanced Cleaning:** Our Facilities team has taken several actions to address workplace hygiene, including: ordering additional hand sanitizer stations to install in high population facilities; increasing wipe-downs of highly used door handles and meeting areas (e.g., breakrooms and conference rooms); and ensuring custodial staff is using proper disinfectants. Some items—such as hand sanitizer stations—are in short supply, so implementation may be delayed. In cases where there has been a sickness or known exposure, custodial staff will keep employees out of those areas and disinfect surfaces as recommended by public health agencies. Employees can help by maintaining clean workspaces and wiping them down with disinfectant wipes if available.

There is a lot more to share, so I encourage you to read the information available at the internal and external sites listed below. As always, please raise your questions, concerns and ideas to your supervisor or the HR Help Line: If you're concerned about something, it is likely other employees are, too.

More to come.

Stay safe,

Dinyar

Resources

- PG&E's [COVID-19 Topic page](#)
- [Center for Disease Control and Prevention: COVID-19](#)
- [World Health Organization: COVID-19](#)
- [Employee Assistance Program:](#) Emotional wellbeing support for you and your immediate family members

Footnote 3

From: A Message from Dinyar Mistry
Sent: Thursday, March 12, 2020 10:22 AM
To: All PG&E Utility Recipients; All PGE Corp Employees
Subject: New Remote Work and School Closure Guidance



A Message from Dinyar Mistry

Senior Vice President, Human Resources

Team,

As we've discussed in recent communications and on the employee calls, the coronavirus/COVID-19 health crisis continues to evolve quickly. Just yesterday, the World Health Organization declared the coronavirus a global pandemic. We're responding rapidly and updating our workplace guidance to mitigate the spread of the virus.

We know one of the most effective tools—in addition to personal hygiene—is social distancing. To further that objective, we are now issuing guidance for working remotely. We recognize that some employees have job duties that require them to be physically onsite; however, with more employees working remotely, we believe we will achieve our social distancing goals for those reporting to a PG&E facility.

Effective Friday, March 13, through Friday, March 20, we are implementing short-term remote work practices. These provisions—which require supervisor approval—will reduce employees' need to use public transportation and reduce the density of our offices. Each Friday, we will provide further guidance on whether we expect employees to return to work or if we will extend the short-term remote work guidelines for an additional week.

Remote Work Guidance

We are encouraging employees to work remotely if their job allows.

For employees who already have the capability to work remotely—that is, their job functions allow, and they have the equipment and access—their leaders should grant this ability to the extent possible, while avoiding critical business disruption.

For employees whose job functions could be performed remotely, but currently lack equipment or access, they should work with their immediate supervisor to request equipment and/or access, if available. This may take a few days to resolve, and we may not be able to accommodate everyone.

To reinforce:

- Employees must get supervisor approval to work remotely and then coordinate the work arrangement.
- Employees who work remotely must update their contact information in SAP, so they can be contacted for urgent situations.
- Supervisors should set clear expectations and assess that the necessary work is being performed.
- We will update our guidance each Friday. Employees may be asked to return sooner if the health crisis changes or there are changes in our work demands. Or, employees may need to continue to work remotely for an additional week or weeks.

I've attached guidelines for leaders to ensure we're setting consistent expectations in this interim period.

School Closures

In light of the hardship created by extended school closures in some communities, we are permitting employees who need to remain at home with their children, and are unable to accomplish their work remotely, to use up to 10 days of sick leave and/or vacation. This is a change from our earlier guidance and is a temporary measure during this unprecedented period. We will be updating our documentation accordingly. Employees who have exhausted their sick leave and vacation should contact the HR Help Line at **XXXXXXXX** for guidance.

Self-Quarantine update

Unrelated to working from home, but equally important, employees who self-quarantine will use up to 10 days of sick time, rather than time off with pay permission beginning March 12. Employees who have exhausted their sick leave should also contact the HR Help Line at **XXXXXXXX**.

I know many of these processes are being implemented quickly, and we are considering additional social distancing measures. Please know we are doing this in support of our two primary goals: the safety of our employees and the public, and to maintain continuity of service for our customers.

More to come.

Stay Safe,

Dinyar

Footnote 3

From: A Message from Dinyar Mistry
Sent: Friday, March 13, 2020 3:52 PM
To: All PG&E Utility Recipients All PGE Corp Employees
Subject: Additional Employee Actions Against Coronavirus



Team,

Today, President Trump declared the coronavirus outbreak to be a national emergency. We are immediately taking additional actions to promote social distancing, which is one of the primary tools to reduce the spread of the virus. We have been working with our Medical Director and following CDC guidelines as we've developed these measures.

Beginning, Monday, March 16, and for the next 30 days (through April 13):

- All business travel is suspended. This includes visiting PG&E campuses other than your base location, unless there is an urgent, business-critical purpose.
 - This does not include those who deliver materials or mail to our facilities, yards or contractor yards as part of their normal job duties.
- Visitors (including consultants, advisors, etc.) to PG&E facilities should be limited to only those needed for urgent, business-critical purposes.
- Employees who can work remotely should not "hotel" at other PG&E facilities.
 - This does not apply to employees who have been directed to work at alternative facilities as a result of our business continuity plans.
- All PG&E-hosted conferences should be canceled, and employees should not attend outside conferences.
- In-person meetings should be transitioned to calls, including the normal daily huddles, team meetings and updates.
- All in-person training is suspended unless the training is required for business-critical qualifications that would otherwise expire within the next 60 days. This includes all training offered by PG&E Academy.
 - Please work directly with the Academy to do limited targeted training in small groups, if necessary.

Urgent, business-critical purposes are those which absolutely could not be conducted by alternate means and must be done in person. This should be rare. Examples of alternate means are teleconferencing, WebEx, etc.

We are also taking steps to protect our employees from public exposure. As of Monday, March 16, we are closing six local customer service offices that do not have glass or plastic partition barriers between the customers and our employees. Those offices are: Berkeley, Colusa, Davis, Garberville, San Rafael and Vacaville.

Employees based in the impacted offices will be temporarily reassigned to nearby local offices so that we can continue to support our customers safely. We are notifying customers who use these locations to use other locations or methods to submit payment. We will be monitoring the situation closely and will let you know when the offices will be re-opened.

We've also issued guidance for field-based employees who interact with customers, such as gas service representatives, to take certain precautions for their health and safety.

We are implementing these actions quickly to support our goals of employee and public safety, and to maintain continuity of service for our customers.

A final note: Following President's Trump address, the [CDC updated their list of Level 3 countries](#). Any employee returning from those countries should self-quarantine for 14 days.

Thank you for your understanding as we all work to keep our colleagues and communities safe.

Dinyar

PS. As a reminder, an easy form of social distancing you can do every day is to maintain a space of a minimum of three feet, and ideally six feet, between yourself and others.

Footnote 4

From: A Message from Dinyar Mistry
Sent: Sunday, March 15, 2020 8:18 PM
To: All PG&E Utility Recipients; All PGE Corp Employees
Subject: Governor Newsom Declaration



A Message from Dinyar Mistry

Senior Vice President, Human Resources

Team,

Late this afternoon, to help fight the spread of COVID-19, Governor Newsom asked all persons over 65 years old and those with chronic health conditions to stay home and isolate themselves.

In accordance with this call by the Governor, we are asking all of our employees who meet these criteria to stay home. Please reach out to your supervisor to arrange to work from home. If your work cannot be done from home, you can use sick and/or vacation time.

Our HR Help Line is available to help employees and leaders with questions related to time coding and other matters. Please reach out to them for guidance at **XXXXXX** Monday-Friday, 7 a.m.-10 p.m. On weekends, the HR Help Line monitors for voicemails 7 a.m. -10 p.m. and will respond within 1 hour.

This situation is evolving rapidly and we are striving to keep you informed and up-to-date through PG&E's Daily Digest, PG&E@Work and the PG&E Spotlight app, which you can [download to your company-issued or personal phone](#).

Stay safe,

Dinyar

Footnote 5

From: A Message from Dinyar Mistry
Sent: Monday, March 16, 2020 4:45 PM
To: All PG&E Utility Recipients All PGE Corp Employees
Subject: County Orders to Shelter In Place



Team,

This afternoon, officials of six Bay Area counties issued an order to “shelter in place.” The order, which will take effect at midnight tonight, covers the counties of Alameda, Contra Costa, Marin, San Francisco, San Mateo and Santa Clara, and will remain in effect until April 7.

As part of the announcement, essential services—fire, police, medical services, sanitation and more—will continue to be provided to maintain social continuity. We believe the service we provide is essential, and we must do what is necessary to maintain continuity of service, while also taking aggressive measures to flatten the curve in the spread of the virus. Accordingly, we are cancelling all planned interruptions, gas and electric, in the impacted counties for the duration of the shelter in place order. Field activities that would not involve a planned outage would continue as scheduled. There will be no operational changes to the remaining 41 counties we serve unless there is a change to the status of the county.

Consistent with the guidance we provided last week, we are continuing to ask all employees to work remotely if their job allows. **Additionally, those in the six impacted counties should follow the shelter in place guidelines and not report to work, with the exception of those whose roles directly support the delivery, maintenance and restoration of gas and electric service.** If you have questions about how this situation impacts you or your work location, please call your direct supervisor. Employees who are home but unable to work should continue to record their hours as sick time. Recognizing that this is an unprecedented situation, we are evaluating this time coding policy over the next few days.

Our HR Help Line is available to help employees and leaders with questions related to time coding and other matters. Please reach out to them for guidance at **XXXXXXX** Monday-Friday, 7 a.m.-10 p.m. On weekends, the HR Help Line monitors for voicemails 7 a.m.-10 p.m. and will respond within 1 hour.

This situation continues to evolve rapidly and we are committed to keeping you informed and up-to-date through PG&E’s Daily Digest, PG&E@Work and the PG&E Spotlight app, which you can [download to your company-issued or personal phone](#).

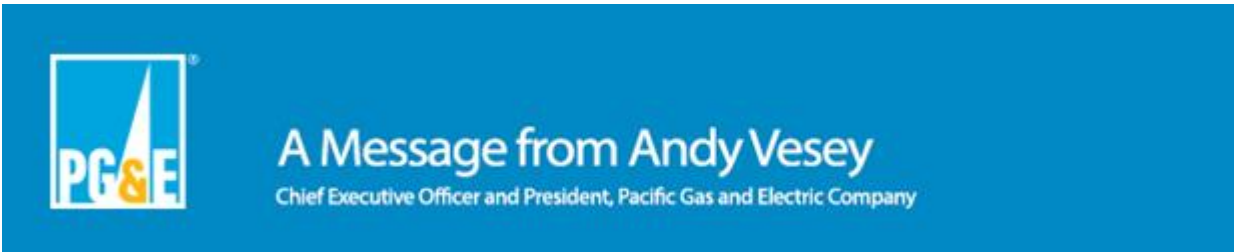
The health and safety of our workforce and our communities is our highest priority. What we do is essential to our communities. Thank you for all you are doing in this unprecedented time.

Stay safe,

Dinyar

Footnote 6

From: A Message from Andy Vesey
Sent: Friday, March 20, 2020 12:39 PM
To: All PGE Corp Employees; All PG&E Utility Recipients
Subject: Response to Governor's Statewide Order



Team,

Last night, Governor Newsom [ordered](#) all 40 million Californians to stay home to help combat the spread of COVID-19, a decision that many counties had already made. People statewide are allowed to leave their homes for food and essential needs, such as going to grocery stores, pharmacies, banks, laundromats and gas stations, but must practice social distancing at all times as they do so.

Importantly, the order exempts essential workers in critical infrastructure sectors, including energy. This includes individuals performing any work necessary to the operation and maintenance of gas and electrical systems.

As with all such previous orders in the United States and around the world, the goal is simple, to keep people from exchanging the virus and to disrupt its spread.

Our job at PG&E remains the same: to uphold our crucial mission of providing reliable gas and electric service while also keeping our customers and our employees safe.

All planned outages canceled for today

Here's what this order means for us: We will perform all essential gas and electric work to maintain the continuity of our service, as well as any restoration or emergency response, as normal. System hardening and other efforts to reduce wildfire risk will also continue.

To help everyone prepare to comply with the stay-at-home order, PG&E has canceled all planned gas and electric outages across our system for today only (Friday, March 20). Any planned outages related to wildfire mitigation or other urgent work will resume tomorrow.

If you can work remotely, please stay at home, and if you leave your house to perform essential work, we suggest you take your PG&E badge with you so you can show your trip is essential.

This situation continues to change rapidly, and we are quickly establishing new work practices and policies in response. The company's Incident Management Team and leadership will be assessing and advising on next steps.

Remain focused on safety

This is a uniquely challenging time for all of us. It's easy to lose focus and become distracted. We must guard against that by making sure that we work safely, particularly if you are engaged in hazardous tasks. Please pay attention to your own safety and the safety of those around you, both on and off the job.

The fact is, with all of our communities now sheltered at home, the stability of our service has never been more important. We can't keep our customers safe if we don't keep ourselves safe as employees of PG&E.

For help in finding information and support in how best to navigate these unfamiliar challenges, please reach out to your supervisor. Our EAP Hotline is available to employees 24 hours a day, 7 days a week at XXXXX, or call our HR Help Line at XXXXXX.

We will also keep you up to date through PG&E's Daily Digest, PG&E@Work and the PG&E Spotlight app, which you can download to your company-issued or personal phone.

As with so many other times here at PG&E, we are being asked to show up and do our jobs in unprecedented circumstances. We've done that for our customers every time. I have no doubt we can do it again.

Stay safe,

Andy

Footnote 7

From: A Message from Francisco Benavides
Sent: Friday, March 20, 2020 12:03 PM
To: All PG&E Utility Recipients; All PGE Corp Employees
Subject: Working From Home Ergonomic Guidance



Team,

With thousands of our employees now working from home, it's important that everyone does so safely and ergonomically. To help you do that, here are a few resources and several tips about the dos and don'ts of working from home.

If you do not have your home office already set up, or you have not taken Office Ergonomic Suite (OES) training recently, please complete this today to learn about the right way to set up your workstation at home. [View this file](#) to learn how to access the Self-Assessment/Training via your RSIGuard desktop icon.

Other key safety points to know about working from home:

Do: Review the Remote Office Workstation Set-Up Guide to help with chair, table, lighting and posture set up. [LINK](#)

Do: Review Office Ergonomic Benefits and Optimal Set-Up, which gives more information on breaks and how to request a virtual ergonomic evaluation. [LINK](#)

Do: Review Remote Working FAQs. [LINK](#)

Do: Request a virtual (telephonic) evaluation if you need additional assistance. To do so, go to your RSIGuard dashboard, click the "Request an Evaluation" button, and choose "Virtual – Proactive" or "Virtual – Discomfort" from the dropdown menu. You may also email XXXXXXX.

Don't: Take or remove furnishings from your office, such as chairs. There is a high risk of injury if employees try to move their own furnishings. The virtual ergonomists are very creative in getting you set up properly with what you have at home.

Don't: Order equipment except from the [ITstore](#) and unless the ergonomist recommends it. This is to ensure you have the proper set up.

We will continue to provide guidance as more questions are raised and answered. If you have any questions regarding ergonomic safety, please email:XXXXXX. The team will respond within 24 hours when possible.

Stay safe,

Francisco

Footnote 8

From: A Message from Kathy Kay
Sent: Wednesday, March 18, 2020 7:41 PM
To: All PG&E Utility Recipients; All PGE Corp Employees
Subject: Guidance on working remotely



Team,

As we all get used to new ways of working during this time, know that the IT team is here to support you. We understand that many of you are working remotely for the first time, and may have questions or concerns.

We have taken significant steps to prepare our network, equipment and systems to support a predominantly remote workforce.

Specifically, we are:

- Allowing for increased concurrent users across multiple remote-access options by expanding the capacity of our licenses with external IT partners such as Citrix, now totaling nearly 23,000 available remote-access connections.
- Enabling new users to have secure remote access by reactivating more than 5,000 inactive security soft tokens – and ordering more than 10,000 additional tokens.
- Working to ensure continuity of service by monitoring closely all traffic on our Citrix, VPN, WebEx and other remote tools.
- Currently configuring more than 700 new laptop computers, and will deploy them to lines of business based on operational priorities.

We are experiencing some supply chain issues related to the ongoing COVID-19 situation, which is placing limits on obtaining new equipment, such as laptops and phones. In response, we have created a new process to place critical priority requests with Senior Vice President approval.

Guidance for Working From Home

For those of us who are working from home, it can take some adjustment to get your IT equipment and connections working well. Follow this guidance to get the most out of your at-home set-up:

- **Do** use approved options for accessing the PG&E network remotely. For details, [click here](#).

- **Do** take home easily portable items, such as your office keyboard and mouse, to improve your ergonomics.
- **Do** ensure you work safely and securely from home. For tips, [click here](#).
- **Do** look at TSC's [self-help resources](#) if you experience an issue with your at-home IT set-up.
- **Don't** take home PG&E desktop equipment, such as computer towers, monitors and ergonomic arms, unless you've been approved to do so.
- **Don't** purchase a new computer or other equipment on your own.

If you have questions that cannot be answered via our self-service resources, contact the Technology Solution Center (TSC) via our [web chat support](#) or by phone at XXXXXXXX for assistance. We apologize in advance for some extended wait times due to increased call volume.

We are grateful for your partnership and patience as we all work together to shift our daily work from the office to the home.

Sending thoughts of health and safety from my family to yours,

Kathy



Five Minute Meeting:



Date: March 26, 2020

Topic:
COVID19-Related
Personal Protective
Equipment

Audience:
Customer-Facing
Leaders and Employees

The key thing you need to know

PG&E wants to emphasize the importance of customer-facing employees wearing proper PPE and following specific practices to prevent contracting and spreading COVID-19. **If an employee feels they're not prepared to protect themselves against COVID-19 on the job, they should stop work immediately and discuss their needs with their supervisor.**

Why it matters to you

Nothing is more important than the health and safety of our employees. Minimizing exposure is key protecting our workforce and avoiding disruption to business operations and the delivery of essential services to our customers.

Key discussion points

Customer-facing employees

- PG&E has defined customer facing employees as those who are required to perform work in environments such as hospitals, morgues, senior centers, and homes with individuals that have symptoms of COVID-19. Job classifications include, but are not limited to, Gas Service Representatives, Electric Meter Technicians and Public Safety Specialists. Important: If your work assignment(s) requires you to work in the environments described above, please ask your supervisor to provide the appropriate PPE, such as N95 respirators and nitrile gloves.

What customer-facing employees should wear

- **Disposable nitrile gloves** should be worn in the customer-facing work environments described above. For maximum protection, employees should put the gloves on before entering a customer's residence or building and place them in a garbage receptacle after leaving. When removing gloves, pull the glove over the hand so the inside is facing outward to prevent touching the glove's exterior with work gloves. [This PDF](#) shows the proper procedure. Be sure to wash your hands after removing nitrile gloves
- Using an **N95 respirator** is discretionary and dependent on the situation. Customer-facing employees should wear an N-95 mask when entering facilities such as those described above. Employees electing to wear an N95 mask will receive training regarding the use and fit requirements (in accordance with Cal-OSHA 5141 section D).
- **Surgical masks** will not be provided as they do not protect against the COVID-19 virus.



Five Minute Meeting:



- There is very little risk associated with the transmission of the virus through **clothing and shoes**. Out of an abundance of caution, employees are encouraged to wash their PPE daily.
- In addition, the Emergency Operations Center (EOC), in partnership with Safety, is currently evaluating additional COVID-19-related PPE guidelines designed to protect our field employees based on emerging conditions.

How can employees acquire proper COVID-related PPE?

- Employees should request PPE through their supervisor, who should evaluate individual needs and authorize equipment orders through Ariba. If the Ariba catalog request cannot be fulfilled, supplies can be ordered directly from the Materials and Transportation Coordination Center (MTCC) via email: [REDACTED] or phone: XXX-XXX-XXXX. Note: Authorized ordering personnel are encouraged to continue to check the Ariba catalogs frequently as stock on hand changes daily.

Interacting with customers in the field

- Use these talking points to help protect your safety in customer-facing work:
 1. Politely ask the customer to maintain the recommended social distancing of six feet and thank them in advance for their cooperation and consideration for your wellbeing and theirs.
 2. Inform them that you will not be shaking hands in accordance with recommendations from the Centers for Disease Control and local county officials.
 3. Let them know that you remain committed to addressing their service needs and ask if there is anyone sick in the household. If so, request that they remain in a room other than where you will be working and that all persons in the household maintain a six feet distance from you, in accordance with the recommendation of public health officials.
- If the customer needs to use your cell phone, hold your phone in your hand and place it on speaker phone.
- If conditions at a home or business appear to be unsafe, per current company policy, you may leave the customer's home and contact your supervisor for further direction.

Interacting in the field with other employee/contractors

- Practice social distancing—ideally six feet apart. The minimum distance is three feet from others while working.
- Avoid shaking hands or hugging employees. Instead, practice the new elbow bump, foot bump or air bumps.



Five Minute Meeting:



Make personal hygiene a top priority

- Washing hands with soap and water for at least 20 seconds remains the best protection against the spread of germs. Hands should be washed frequently, especially before and after visiting a customer's home or business and after using equipment or tools. Liquid soap and water containers will be provided to employees to keep in their assigned vehicle.
- Avoid touching the eyes, nose and mouth to prevent the spread of the virus from the hands to these areas of the body.
- Cover the mouth and nose with a bent elbow or a tissue when sneezing or coughing. Dispose of the used tissue promptly.

Contacts

If employees have questions about COVID-related PPE:

- Employees should discuss PPE needs with their supervisor before ordering equipment.
- Supervisor should evaluate and approve PPE orders administered by their designated personnel.
- When questions arise, supervisors should request employee PPE evaluations by emailing: [REDACTED] This staffed mailbox will respond quickly to ensure rapid PPE evaluation and delivery, as appropriate.
- [REDACTED] be directed to the MTCC at XXX-XXX-XXXX or



There are many questions about the use of Personal Protective Equipment (PPE) during the COVID-19 pandemic, especially around N95 respirators and nitrile gloves. These frequently asked questions (FAQs) provide guidance and clarity and are based on CDC guidance and medical advice. As we continue to monitor this outbreak, new and modified employee guidance will be provided to help our people minimize the spread of COVID-19. Accordingly, PG&E's Five Minute Meeting on PPE has been revised to reflect guidance changes during this dynamic event.

Q1. Why are the N95 respirators and nitrile gloves reserved only for Gas Service Representatives, Electric Meter Techs and Public Safety Specialists?

A1. Those job classifications were chosen as examples and were not meant to be the only jobs covered. The intent is to provide N95 respirators only to those employees who are at higher risk of potential exposure to infectious individuals. For example, performing work in environments such as hospitals, morgues, senior centers, and homes with individuals that have symptoms of COVID-19 illness. If your work assignment requires you to work in these environments, please work with your supervisor to obtain a N95 respirator.

Supervisors:

Q2. I believe the work I perform requires the use of nitrile gloves and/or N95 respirator. Who provides approval to get this type of PPE?

A2. Please discuss your PPE needs with your supervisor, particularly if your work assignment(s) does not fit the examples provided above in A1. Your supervisor can request a PPE evaluation of your assignment(s), as indicated in Q3 below.

Q3. I'm a supervisor and believe that my employee's work assignment should be evaluated for mask and glove usage. Who should I contact?

A3. If you have employees who believe they should have N95 respirators or nitrile gloves because their work assignment(s) puts them at high risk, please send an email to: [REDACTED]

Q4. PG&E donated N-95 respirators and surgical masks to our medical community. Why are they more important than PG&E employees?

A4. Nothing is more important to us than the safety of our PG&E employees. As you know there has been a tremendous shortage of PPE for use by the medical community who faces the highest risk of virus transmission. It is also imperative that the medical community is supported and functioning for the continued safety of our employees. Before we donated any PPE, we did an inventory evaluation of future needs and determined that we could donate and still have enough supply for our employees.

Q5. Can we distribute all PPE (N95, gloves etc.) more broadly or do we have a supply issue?

A5. We believe we have an appropriate supply if we utilize the equipment responsibly and recognize both short- and long-term needs. PPE will be distributed to employees who work in environments, such as hospitals, morgues, senior centers, and homes with individuals that have symptoms of COVID-19 illness.



Q6. What is the current guidance on use of nitrile gloves?

A6: The priority should be given to wearing the type of glove that provides the best protection against hazards presented by the work you're doing (e.g. electric gloves, leather, cut-resistant). If you normally require nitrile gloves to perform your job safely, continue doing so.

Nitrile gloves will also be provided when work is performed in environments, such as hospitals, morgues, senior centers, and homes with individuals that have symptoms of COVID-19 illness. Please ensure you wash your hands after removing nitrile gloves.

PG&E's initial guidance was to wear nitrile gloves over your work gloves. We have determined this to be unnecessary and doing so may present new hazards. Please wear gloves appropriate to the hazards associated with the work you perform. If you believe you need to double-glove, the nitrile gloves belong on the inside to provide skin protection when you remove the outer work glove. Again, be sure you wash your hands after removing nitrile gloves.

Q7. Should we extend our PPE to include Tyvek suites, face shields and shoe booties?

A7. Neither CDC nor OSHA recommends this type of PPE for utility workers.

Q8. I need to enter a customer's property, what should I do if a customer approaches me?

A8. Use these three talking points to help protect your safety with the customer:

1. Politely ask the customer to maintain the recommended social distancing of six feet and thank them in advance for their cooperation and consideration for your wellbeing and theirs.
2. Inform them that you will not be shaking hands in accordance with recommendations from the Centers for Disease Control and local county officials.
3. Let them know that you remain committed to addressing their service needs and ask if there is anyone sick in the household. If so, request that they remain in a room other than where you will be working and that all persons in the household maintain a six feet distance from you, in accordance with the recommendation of public health officials.

If the customer needs to use your cell phone, hold your phone in your hand and place it on speaker phone. Employee safety remains a top priority. If conditions at a home appear to be unsafe, per current company policy, you may leave the customer's home and contact your supervisor for further direction.

Q9. Can I reuse a N95 respirator? What are those steps?

A9. Yes, the CDC provides the following guidance on how to safely reuse a respirator.

- Remove respirator by its strap only.
- Protect the respirator from external surface contamination as much as possible.
- Use and store the respirator in a plastic bag, in such a way that the physical integrity of the respirator will not be compromised.
- Practice appropriate hand hygiene before and after removal of the respirator.



Q10. If I work less than six feet from a co-worker, customer or member of the public, what things should I do to protect against COVID-19?

A10. (1) Ask your supervisor if there is another way to do your job or create a larger distance between individuals or limit the time you spend in proximity; (2) Inquire if the individual person is sick or has been around someone that is or has been sick; (3) Always maintain strict discipline and avoiding touching your face; and (4) Wash hands thoroughly with soap and water as soon as possible.

Q11. Can you clarify what the right social distance is?

A11. The ideal distance for social distancing is six feet. The minimum distance is three feet.