
From: SoCalGas Employee Communications
Sent: Wednesday, March 11, 2020 8:17 PM
Subject: A Message from SoCalGas Incident Commander



Incident Commander Update

From Incident Commander
Gillian Wright

SoCalGas Response to Recent Coronavirus (COVID-19)

As we continue to monitor the Coronavirus (COVID-19) situation with local, state and federal health agencies, we are closely referencing the [Centers for Disease Control and Prevention](#) (CDC) as a trusted resource for general information. With the information provided by CDC, we have established new travel policies, protocols for meetings and cleaning protocols for our facilities. Work remote guidelines and service visits to customer homes are still being finalized.

To find the latest information about our policies and updated information, visit the [Wellness site](#). The COVID-19 situation is fluid and we will continuously monitor and

update the Wellness site with more information as it becomes available, so please check back often.

Effective immediately, the information below provides an overview of the policies that are in effect until April 30, 2020.

Travel Restrictions

There are currently no known reported cases of coronavirus at SoCalGas or any other locations within the Sempra family of companies. According to the CDC, the immediate risk of being exposed to the virus remains low for the general American public. However, there is a growing list of locations that may increase the risk of exposure. This list includes events, airports and places where there are large gatherings.

For the safety of employees and those around you, effective immediately, we are temporarily restricting non-essential business air travel, both domestically and internationally, until further notice. Travel exceptions for essential business operations must be approved by your organization's vice president and documented in email. The government has suspended all air travel between Europe and the US for 30 days, starting on Friday, March 13.

Examples of non-essential business travel include: attending an informational meeting, conference or symposium; attending an activity that could be conducted via teleconference (ex. Skype or Microsoft Teams); any activity that is for personal development (e.g., training for professional certification) and not critical to company operations.

Examples of essential business travel include: any event that is critical to company operations or would have significant negative impact to the company if we did not attend; performing important work at customer or SoCalGas operating company locations that cannot be conducted remotely, and where delays in performing the work would negatively impact support of our operating companies, broader operations, or compliance obligations; attending legal proceedings or any in-person meeting required by a regulatory agency where teleconferencing options are not available.

Personal travel is at the discretion of each employee, but for your protection, you are strongly encouraged to reschedule travel to high-risk locations identified by the CDC, such as China, South Korea, Japan, Iran, or Italy or any other high-risk locations

identified by the CDC. Upon your return from these locations, you will be required to self-quarantine for 14 days as a precaution and require clearance from Employee Care Services before returning to work.

If your job function allows you to telecommute during this self-quarantined period, you may be allowed to work from home with Director level approval. If you're unable to perform any work from home (based on your job duties) you will need to use your sick/vacation entitlements, if any, otherwise the time will be unpaid.

Additionally, if any member of your household has travel to or through the CDC high risk areas, contact Employee Care Services for guidance.

For the safety of all employees, please report your upcoming business or personal air travel by clicking on and filling out the [Employee Travel Form](#).

The travel guideline is in effect immediately through April 30, 2020. We will continue to monitor the directives of the CDC.

Company meetings and events

The company has temporarily suspended attendance at all conferences, including local conferences. Additionally, ICP celebrations have been postponed and it is recommended that all non-essential community events are postponed.

We ask that you reconsider in-person non-essential meetings of more than 25 people and instead rely on Skype or Microsoft Teams to ensure continuity of our operations. In some cases, larger essential compliance and operational safety meetings can be held, while taking precautions such as maintaining a safe distance from one another. Your own personal accountability in these situations is expected to avoid unnecessary contact when possible and keeping social distancing in mind when interacting with others. Consider whether an in-person meeting is required or if the business objectives can be met in a format other than in-person.

Visitors to our facilities

To minimize the access of the public to our facilities, we are temporarily limiting visitor access at our Energy Resource Center and cancelling most upcoming trainings and events until further notice. We will be limiting access for visitors to critical facilities as well. Policies on visiting our facilities are still in development and will be updated soon.

Sanitation measures

The company has increased the frequency of facility sanitization at all SoCalGas locations. While these sanitation measures are important, we all need to take personal accountability for our surroundings to be mindful and ensure we're doing our part to do the right thing: increased handwashing, avoiding handshakes and other unnecessary forms of contact with others.

Take care of yourself and do the right thing

We have persevered through many situations and this one is no different. The task force teams that are assembled are committed to doing our part to protect the safety of our employees and the public while mitigating the impacts of COVID-19 to our business. We ask that you continue to follow the recommendations from public health officials to prevent the spread of the virus in your personal interactions, the company and the communities we serve. The CDC has listed the following practices to help in the prevention of spreading the disease:

- Clean your hands frequently and for at least 20 seconds with soap and water or use an alcohol-based hand sanitizer.
- Cough and sneeze into your elbow or a tissue and immediately dispose of it.
- Clean and disinfect frequently touched surfaces.
- Avoid touching your eyes, nose and mouth.
- Avoid close contact with people who are sick.
- If you are sick, please stay home.

How to stay informed

For more detailed information on the above topics and more, please visit the [Wellness site](#). There, you will find a list of frequently asked questions (FAQ), which will be updated as the situation evolves, as well as other company resources.

Every measure that has been established is with you in mind – your protection, safety and wellbeing. Please do your part as well. If you have any questions, please contact SCGEmployeeProgram@semprautilities.com. We will gather information across teams and continue to provide answers.

Thank you for your diligence and commitment in doing your part to stop the spread of this disease. Our number one goal is to stay safe.

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