

FINAL
Supervisor Instructions for COVID-19 Customer Responses

Customer Services Field will direct personnel to start asking customers the following two questions before working an **entered order**:

1. Have you or anyone in your home traveled to China, South Korea, Japan, Iran, United Kingdom, Ireland or Europe within the last two weeks?
Ha viajado usted or alguien en su hogar a China, Korea del Sur, Japon, Iran, Reino Unido o Europa en las ultimas 2 semanas?
2. Do you or anyone in your home have (or have been exposed to) COVID-19 (Coronavirus)?
Usted o alguien en su hogar tienen o han sido expuestos al Coronavirus?

If customer answers “no” to both questions

The employee should work the order according to procedure, but politely inform the customer that for the safety of the customer and the employee, it would be appreciated if a six foot distance be maintained between the employee and other residents while the employee is on the premises at all times.

If customer answers “yes” to question #1 but “no” to question #2, and the order is safety related (leak/emergency order A1, A2, A3, CO or gas was shut off for company convenience)

The employee should immediately contact the supervisor and provide the information and then proceed to complete the order.

The employee should wear the following proper PPE before entering the customer’s home/business and before proceeding to complete the order:

- Employees should wear disposable nitrile gloves when inside customer homes to prevent touching potentially contaminated surfaces. Nitrile gloves are ignitable, so do not wear when working in proximity of open flames, avoid touching surfaces and put a new pair of nitrile gloves on as soon as you are away from open flames. For optimal protection, put the gloves on before entering a customer’s home and immediately remove and dispose of them after leaving the home using proper glove removal and disposal techniques. Gloves are available in storerooms.
- Employees should wear eye protection (safety glasses or goggles) when inside customer homes.
- Gloves should be removed and disposed of prior to removing eye protection.
- Surgical masks and N95 respirators are not recommended at this time.

After completing the order, the employee should properly dispose of the nitrile gloves and wipe down the safety glasses and perform proper hand hygiene and utilize hand sanitizer or wash hands thoroughly with soap and water for at least 20 seconds.

If the order is not safety related:

The employee will inform the customer that a supervisor will contact them shortly and excuse themselves from the premises. The supervisor will instruct the employee to perform proper hand hygiene and utilize hand sanitizer or wash hands as soon as practical and depart from the location. Supervisor will call the customer and explain our current guidelines for providing service may include a hold for up to 14-days.

If customer answers “yes” to question #2 regardless of the response to question #1, then the employee will stop the job and contact supervision.

If the order is safety related (leak/emergency order A1, A2, A3, CO exhibiting symptoms or gas was shut off for company convenience)

The supervisor should instruct the employee to stay on site. The supervisor should go to the site and assess the safest course of action for completing the order. If there are no alternatives except shutting off the meter, the supervisor should contact the Area Manager and proceed to shut the meter safely. The supervisor shall contact the Industrial Hygienist:

- Bonnie Burns – 949-632-0276
- Sylvia Shattuck – 818-482-4920

The Industrial Hygienist will contact a third-party contractor, Pacific EH&S to respond to the site.

Note: Depending on contractor response time, if the premises has been made safe, the employee can depart and return at a pre-arranged time at supervisor discretion.

If the premises cannot be made safe the employee stands by.

The contractor will bring the appropriate PPE and instruct the employee on proper use. The employee then completes the work and the contractor will assist the employee with proper removal and disposal of the PPE

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If an employee is potentially exposed to the COVID-19 while in the performance of their duties.

- Employees will report any potential exposure to supervision immediately. Supervisors should instruct employee to remain in their vehicle and await further instruction. Supervisors will then inform Area Manager of possible exposure incident. Whether exposure is confirmed or suspected, follow-up with Wellness and ECS is required to determine next steps. Employee should not return to base until instructed to do so.
- Any Company vehicle driven by an employee suspected of exposure to COVID-19 should be immediately taken out of service and “red tagged”. Vehicle will not be utilized or disturbed until

employee is cleared of potential COVID-10 exposure. If COVID-exposure is confirmed, vehicle will not be utilized or disturbed until it has been cleaned/disinfected according to Company-approved procedures.