

As most of you are aware the Governor issued a “Shelter at Home” order last night basically instituting what most of the counties we serve have already issued. The policies we put into place yesterday still apply to all employees. Those are:

1. All essential employees can report to their workplace and/or be dispatched to a job site. Essential employees are technicians, yard people, rental and parts counter people, warehouse people, truck drivers, central dispatch, one-ton drivers and select managers. We expect you to be on the job taking care of our customers as business dictates, your manager will communicate with you about any changes in your work schedule.
2. Non-essential people are designated as those that can perform their work duties at home. As you can imagine, setting up people to work at home takes some time. Anybody impacted by the directive will be contacted by your manager to help set up your “work at home office”. We may require some “work at home people” to come to the office on an as needed basis and will define that with you as we work together to recognize the challenges of implementing these policies. As a reminder, work from home means just that, you will be expected to put in your full eight hours of work, deal with internal and external customers on the phone or computer as needed and communicate with your supervisor, who will be in a different location. Your manager will communicate with you about any changes in your work schedule.

Document For You To Carry

It is prudent to carry an "employee verification letter" explaining why you are going to work, attached is a PDF of that letter for you to print, write in your name and carry a copy in your vehicle. If you cannot print the letter, please keep it on your phone and with your ID you can present to an authority if asked. If you are asked by any local, state, or federal law enforcement or other agencies about why you are working, please show them the letter and your ID and then let your supervisor know when and where and who asked you, so we can stay on top of changes.

We all must live up to the spirit of the Governor’s directive and minimize our contact with other people as we support the essential industries of our territory. We all must do our part to end this virus quickly.

We have had a few of questions from the “**Ask Questions**” on the Intranet home page, here are the questions and answers:

Question : Should we be transferring people between stores (Think Big, GRO, etc.)? If someone was exposed it would spread it to another store

Answer: The less transferring of people between stores the better until the situation stabilizes. However, there will be times when we need to move people around to meet the demands of taking care of customers. If nobody in a store has exhibited COVID-19 symptoms, then it is ok to make the transfer. This is a good time to remind everybody, that we are relying on each employee (you) to notify their supervisor if they are sick and go home. This is good time to remind you of good work place hygiene:

- “**No Handshake, No Contact**” environment
- Keep your distance from others - 6 feet is best
- Cover your mouth for coughs and sneezes with tissue or your sleeve.

- Keeping hands clean is one of the most important things we can do to stop the spread of germs. Please make sure to wash your hands often. Lather and scrub hands for 20 seconds before rinsing. Use hand sanitizer when hand washing is not available.
- Avoid touching your eyes, nose and mouth

Question : What if you are low on sick time and get sick?

Answer: We will follow our current policy that you use your sick time until it is exhausted, then use your vacation until it is exhausted. If more time is needed employees should notify their supervisor to arrange and utilize unpaid leave. If you are out with a long-term sickness, we will work with you using FMLA and the many programs currently available. We will continue following state and federal actions and will adjust as new information is available.

Question: What is the return to work rules after sickness or exposure?

Answer:

If an employee is exhibiting any signs of being sick:

- They need to be sent home or stay home if they call at the beginning of the shift!!!
- Employee should be symptom free for 24 hours if related to common cold or flu before returning to work.
- If employee has a fever (100.4° F [38.0° C] or greater using an oral thermometer), they must have no 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).
- If they have other sickness i.e. sinus infections, food poisoning, etc. the employee can come back as soon as they are well.

If an employee has all 3 symptoms of COVID-19 (but not tested for COVID-19):

- They need to stay home, self-quarantine and contact their doctor.
- To return to work an employee must:
 - have no fever for at least 72 hours (that is three full days of no fever without the use medicine that reduces fevers)
AND
 - Other symptoms have improved (for example, when your cough or shortness of breath have improved)
AND
 - At least 7 days have passed since your symptoms first appeared
 - They need to check with their supervisor or HR before returning.

If an employee had possible exposure to COVID-19:

- They need to be sent home if at work and stay home, self-quarantine and contact their doctor.
- To return to work an employee's exposure to COVID can be either
 - A negative test result for COVID-19 of exposed individual
OR
 - 14 days in quarantine from date of symptoms with no signs of fever, cough or respiratory issues
 - They need to check with their supervisor or HR before returning.

As a reminder here are some of those guidelines to live by for now:

Physical contact and hygiene

- If any employee has the following symptoms: fever, cough and/or shortness of breath, this does not necessarily mean that you have COVID-19, however take precautions and STAY HOME or if you have come in contact with infected individuals or individuals whom may have had contact with infected individuals, STAY HOME. Please notify your supervisor or their manager ASAP. In addition, you should contact your doctor for further instructions. The guidance we have received is to call your doctor and set up an appointment, do not just show up. Supervisors and managers, please let Human Resources know the employee's status.
- Implement a "No Handshake, No Contact" environment
- Keep your distance from others (approximately 6 feet)
- Cover your mouth for coughs and sneezes with tissue or your sleeve.
- Keeping hands clean is one of the most important things we can do to stop the spread of germs. Please make sure to wash your hands often. Lather and scrub hands for 20 seconds before rinsing. Use hand sanitizer when hand washing is not available.
- Avoid touching your eyes, nose and mouth

Temporarily ban visitors and non-essential personnel from the property

This ban includes personal visitors and non-essential business visits from vendors, clients, and suppliers. Please conduct business on the phone when possible. Parts, machines, tools, etc. must be delivered to our locations, but delivery people must follow our protocols.

Minimize visiting other Holt stores

The movement of parts, mail, machines, components and other will continue as needed. IT people have been asked to support stores by phone and cut down on visits.

Our salesmen should work from home and limit visits to customers

Sales Reps and PSSR's should use their house as home base and not come into the office. Continuing to call on customers, quoting parts, machines, rentals, and logging their calls into the CRM system.

Field service technicians follow customer's protocols

If a customer is not providing guidance, follow all of our guidelines regarding virus prevention

14 days before returning to the workplace after travel to any foreign country

Please do not return to work for 14 days from the day you return home from a foreign country, whether the trip was business-related or for personal travel. Call your manager know if this applies to you.

Ask customers at our counters to follow our personal space guidance

Customers coming to any of our counters need to follow our rules. We are sending posters to all stores to post on front doors and at the counters stating those rules. If someone appears sick, please ask the customer(s) to keep their distance or call the order in by phone or write in down and we will bring the parts out to them. Please ask firmly, but politely.

Increase supplies of sanitizer wipes

There are shortages of wipes and sanitizer, we are working on finding more and will ask our janitorial services to do more sanitizer cleaning. As we obtain sanitizer, wipes and hand sanitizer

we will distribute to stores. We ask that you leave them at the stores and if any of you have accumulated a large quantity of these supplies, we would be happy to buy them from you. Please let your manager know if you have any. The best way to manage your personal hygiene is to wash your hands often and for at least 20 seconds with soap and water.

Entering tool trucks – Snap On, etc.

This applies to any small spaces, but in particular if you need to purchase tools from a tool truck, make sure it is one person at a time in the truck and you wash your hands well after leaving.

Employees 65 and older

We ask that you do an honest assessment of your health and of your spouse's health. While you may feel fine, your spouse may be more susceptible of catching something you brought home from work. At 65, your immune system is not what it used to be. Please work from home as much as possible and if you need to come to work, make sure you distance yourself from other employees and practice excellent hygiene.

Working from home

We do not have an official work from home policy and as such are developing the rules as we go, so please understand there may not be an answer to every question, but here are the general guidelines to follow, if you are required to work at home:

- Taking care of our customers, internal and external, during this extraordinary time is highest priority. If you are having difficulty serving our customers because of technical issues, phone, computer etc. please call your supervisor.
- If you are paid hourly, you must input your time accurately and follow our regular rules about break and lunch times.
- You are expected to work a full shift, this is not a "staycation". We are having you work from home to help beat this virus and continue to serve our customers.
- We will get you back to work at your location as soon as possible.

Rely on virtual communication when possible

In an effort to cut down on human-to-human contact, please cancel in-person meetings and communicate via video conferencing or phone calls.

All of this information and the document for you to carry are posted on the intranet in the information about COVID-19.

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