

Rocco,

Here is a copy of a letter that we will be distributing to all employees with our intentions to work remotely and how our technicians should respond to work orders in these uncertain times.

Best regards,

Brian Nix
CFO/Controller
AAA Advanced Plumbing & Drain
440-331-5555- Office



March 17, 2020

Dear AAA Advanced Plumbing & Drain Team Member:

As you are well aware, the COVID 19 or coronavirus pandemic is rapidly spreading across our Country. We have seen a number of unprecedented actions in the last few days and want to communicate to you the precautions, which we are taking, and what you can do to protect yourself as you go about your daily routine.

As of Thursday March 19th 2020, We will be implementing an emergency plan to work remotely, as efficiently, as possible. The Office and Dispatch staff will be working from home. Plumbers will take their vans home, and will be dispatched from home. Sewer & Municipal crews will be contacted by their supervisors and will report as needed to the shop to pickup trucks and equipment.

The shop will be open daily and the office will be open from 7 am to 5pm, if someone needs to come in and get materials, files, etc. There is a rotating staff that will be conducting this.

We will try to limit this to two to three people at a maximum to maintain the social distance required to keep yourselves protected. If you need to come into the office to pick up materials, please contact your supervisor. It is critical that we maintain a log of who has been to the office and when, in the unfortunate case that someone is infected. This does not include field employees in the shop or open areas.

We have a complete remote work plan in place with back ups for everyone. We anticipate this to be in place for the next two weeks. If you feel sick, please contact your supervisor and do not report to work.

We are also taking preparations to inform you, if the Governor enacts a complete shut down, in our area and how that will affect our organization.

Please be advised you may not receive 40 hours of work during this time. We will strive to do as much

as possible.

The following pages (attached) contain a notification that is going out to all customers, prior to your arrival on the job site. This is to ensure that you are not walking into situation, where someone may be infected with the virus. In addition, there is a diagram defining and explaining symptoms and what to look out for. If you suspect that the area is not safe. Do not expose yourself. Contact your supervisor immediately.

Remember it is everyone's responsibility to practice safe and sanitary conditions. This includes your office or desk, truck, tools and uniforms and equipment. Please make sure you are wearing all protective gear including mask's, gloves, and shoe cover's, hard hats, etc. Please change your gloves frequently and use hand sanitizer and wash your hands often. Try to maintain a three-foot distance from employees or customers.

If you were issued an iPad or iPhone, please write "on file" in customer signature area and wipe off the iPad and iPhone after each use until further notice. Do not give your iPhone or iPad to the customer for any reason.

As of this time, we are doing our best to screen all service calls. We are working with our home warranty and facility management partners. We are looking to limit our exposure as much as possible to areas with more than 10 people. We are actively screening all residential calls and look to schedule for two weeks out if at all possible.

We will keep everyone informed of any further changes as this situation develops. Please be prepared and have the proper sanitary and safety equipment with you. If you need safety or sanitary equipment, please see your supervisor.

The Ohio Department of Health has opened up a call center to answer questions regarding Coronavirus and update you about the risk in Ohio. Licensed Nurses and Infectious disease experts are available 7 days a week from 9am -8pm and can be reached at 833-ASK-ODH (1-833-427-5634).

You can also obtain the latest updates from www.CDC.gov/Covid19

If anyone has any questions or concerns, please contact myself or Ernie. We are both available 24 hours a day.

Your safety is our utmost concern during these uncertain times.

Best regards,

Brian Nix
CFO

Ernest B. Fisco
COO



Please make sure that you read and adhere to the following:

General Considerations/Action Steps

There are some general steps/recommendations all employees should take/implement to protect themselves and our customers that will hopefully lessen the spread of COVID-19. Below are a few such suggestions:

- Review cleaning procedures and implement additional cleaning efforts as needed.
- Avoid handshaking.
- Wash hands with soap and water for at least 20 seconds or clean hands with alcohol-based hand sanitizer containing 60% alcohol.
- Cough or sneeze into a flexed elbow or cover coughs and sneezes with a tissue and immediately dispose of the tissue after such use.
- To the extent meetings can be held by phone or videoconferencing, do so.
- Consider allowing employees to work from home if that is an option.

What should you do if you are on the job and feel sick?

If an employee arrives to work symptom-free, but develops symptoms after arriving, the employee should immediately go home and inform a member of the management team. If an employee feels too ill to drive, he/she should go to an open conference room/office/closed location, close the door, and call a member of the management team for assistance. In such cases, it would be best to call local emergency medical personnel to transport the employee to the hospital for care.



How can you tell the difference?

SYMPTOMS		CORONAVIRUS COVID-19	COLD	FLU
	Sore throat	Sometimes	Common	Common
	Cough	Common	Common	Common
	Sneezing	—	Common	Sometimes
	Fever	Common	—	Common
	Body aches	Sometimes	Mild	Common
	Tiredness	Sometimes	Mild	Common
	Headache	—	—	Common
	Runny/stuffy nose	—	Common	Sometimes
	Nausea	—	—	Sometimes
	Shortness of breath	In severe cases	—	—

Adapted from the Cleveland Clinic. Sources: Centers for Disease Control and Prevention, World Health

For more information, visit: coronavirus.ohio.gov



Dear Valued Customer,

At AAA Advanced Plumbing and Drain your health and well-being are our most important priority. As concerns of the coronavirus have spread across the country, we are taking extra precautions to ensure we maintain safe and healthy environments for both you and our employees.

- Calling ahead to confirm that you and others in your home are well
- Requiring employees who are sick to stay home
- Frequently washing our hands
- Daily safety briefings on CDC guidelines
- Maintaining recommended distances from others
- Avoiding handshakes – even though we're glad to see you!

If you schedule service and you or a close contact have been diagnosed with the coronavirus or are currently quarantined, it's important to let us know before we arrive. We appreciate the opportunity to serve you. If you have any questions about our services or any other matter, please don't hesitate to call us at (440) 331-5555.

Limit the spread of germs and prevent infection

The Center for Disease Control (CDC) recommends the following precautionary measures and guidelines to keep you healthy and prevent the spread of COVID-19.

- Wash your hands often with soap and water for at least 20 seconds
- Keep away from others who are sick
- Avoid touching surfaces in public places
- Avoid touching your face, nose, eyes, etc.
- Clean and disinfect household objects and surfaces in your home
- Avoid all non-essential travel

According to the CDC, if you think you have been exposed to COVID-19 and develop a fever and symptoms of respiratory illness, such as cough or difficulty breathing, call your healthcare provider immediately. Your healthcare professional will work with your state's public health department and the CDC to determine if you need to be tested for COVID-19. If you are feeling unwell, we ask that you please take steps to safeguard others and remain at home.

Thank you for being a valued customer!