

## **FRSTeam Coronavirus (Covid-19) update      3/13/2020**

We're passionate about the care we provide to our customers throughout some of the hardest moments in their lives. We understand the growing concern surrounding Coronavirus (COVID-19) across our communities, and our hearts go out to all those who've been impacted.

We are taking additional steps to be hyper-vigilant in ensuring the safety of our customers and team members. This includes increased frequency of workstation cleanings, a continued adherence to OSHA compliance standards, and providing additional supplies to our teams. As always, we provide hand sanitizer throughout all our facilities and vehicles for our team members, and we work closely with our teams to ensure that anyone who is not feeling well understands that we support them staying home. We are also monitoring the Centers for Disease Control (CDC) and World Health Organization (WHO) guidelines, as well as guidance from federal, state and local officials, and other public health agencies to determine the safest course of action. We will continue to follow their recommendations and expertise to inform our decisions. You can rely on us to act with utmost caution.

We wanted to personally reach out to you and share the proactive measures we are taking to protect our customers and communities during this time of heightened concern.

- We have re-enforced to our employees the importance of proper common-sense hygiene practices. Thorough washing of hands, proper coughing and sneezing etiquette, as well as encouraging our team members to avoid shaking hands and instead use other noncontact methods of greeting. All of these practices help fight the spread of illnesses.
- We regularly clean and disinfect all workstations and tools using CDC and OSHA approved disinfectants.
- We've advised our employees to follow the public health authorities' guidance regarding the limitation of business travel to essential personnel in situations that are absolutely necessary, and to leverage technology to hold business meetings whenever possible.
- We are closely monitoring the health of all team members—it is expected that our staff stay home if they, or someone in their household, are not feeling well.
- The increased demand for some personal protective equipment (PPE) and cleaning products has caused supply shortages, but we are working closely with our suppliers to keep all essential items in stock. Our team members will continue to use PPE as per OSHA guidelines.
- We have established a command center at our company headquarters in Hayward, CA which will allow our organization to quickly respond to this evolving issue, and to ensure the care of the communities we serve.
- We have instituted additional protocols to gather information at the time of initial phone contact with clients to ascertain whether anyone living at the loss site is ill or has come into contact with anyone who is ill. This will inform our loss site crew and ensure that they are adequately outfitted to protect both themselves and all other clients from exposure.
- We have reviewed our business continuity plans to address any potential areas of risk or failure. Communication redundancies are established so that the critical flow of information - from claims assignments and handling to client scheduling to employee payroll – will be maintained. Vital supplies are stocked. Clear staffing expectations and safety procedures are enacted.

Our Mission places Family above all else, and our team members, customers, and their loved ones are part of our extended Family. We believe our role is to help eliminate stress and worry during stressful times, and this time is no different. We appreciate your loyalty and the trust you place in us as a restoration partner.

Thank you in advance for allowing us to assist you in navigating this challenging situation. We are all in this together, and we will pull through it together.