



ServiceMaster Recovery by Restoration Holdings

Company Policy and Procedure: COVID-19 Coronavirus

**ServiceMaster
Recovery by
Restoration
Holdings Inc:**

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INTRODUCTION

Please find the following procedure and protocol regarding the COVID-19 Virus (Coronavirus) for ServiceMaster Recovery by Restoration Holdings.

FOR CLIENT

As experts in creating clean, safe and healthy environments, we at ServiceMaster Restore would like to share our expertise to help you enhance preventive protocols for your office.

The current flu season, along with the outbreak of a newer pathogen, the coronavirus (COVID-19), offers an opportunity to reinforce for your employees the importance of keeping their workspaces clean, safe, and healthy. Our experience and training in health care spaces afford us the ability to promote safe practices for infection prevention within all businesses.

The CDC has published interim guidance for non-health care employers that provides some direction (<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html>). Our preventive recommendations during the current COVID-19 situation are similar to our recommendations during a regular flu season:

- Encourage sick employees to stay home, including separating sick employees or sending home.
- Emphasize respiratory etiquette (e.g., coughing into one's elbow, immediately disposing of used tissues) and hand hygiene by all employees.
- Provide routine environmental cleaning, especially on high-touch surfaces with general cleaning agents, followed by disposable wipes provided to employees.
- Advise employees to take safe travel steps.
- Additional measures with COVID-19: Employees who are well but have a family member with COVID-19 should notify their supervisor and other employees in the workplace.

It is important to keep in mind that COVID-19 is a new and emerging pathogen. Regulators are just beginning to understand COVID-19 — how it spreads, the incubation period, length and severity of illness — knowledge that will continue to develop over time. We will continue to update you as the CDC, EPA, FDA, and OSHA provide more information.

We also want you to know that, while we hope it will not be necessary, ServiceMaster is qualified and equipped with the required protocols and processes should any pathogen outbreak occur within your facility. Please call us if we can be of service.

DISCLAIMER

Regardless of what chemicals may be able to destroy the Novel Coronavirus, most efficacy tests are done in clinical environments and not tested "in field" meaning that the real world application and efficacy may not achieve the same results.

As such, it is critical to remember that most antimicrobial products (disinfectants) are not going to achieve the desired results when applied to soiled surfaces, soft furnishings, etc.

Even surfaces that appear visibly clean must be cleaned thoroughly prior to application of chemicals.

The fact is that proper cleaning of surfaces is much like washing of hands and offers more protection than application of hand sanitizer as it actually removes the contamination rather than trying to “kill” or destroy it.

The international restoration industry should lead by example and not engage in ineffective practices of applying chemicals (spraying or fogging) without proper cleaning first.

If your restoration business is asked to conduct decontamination of a facility or transportation following the confirmed occupation of infected persons, we are able to provide assistance in developing decontamination protocols and “clearance” procedures.

According to Industrial Hygienists there is not test available to tell if cleaning was effective or sufficient. Due to these reasons we are requiring the following:

1.) Form of Release for Virus Disinfectant (separate document attached)

RECOMMENDED SCOPE OF WORK

PPE

The following PPE is required for all ServiceMaster RRH personnel going to a site with a known COVID-19 infection

- 1.) Tyvek Suit
- 2.) Full Face Respirator
- 3.) P 100 filters
- 4.) Nitrile Gloves
- 5.) Chemical Resistant Gloves over Nitrile
- 6.) Rubber Boots
- 7.) Hard Hats-site specific
- 8.) Tape for wrists and feet

Required Supplies

- 1.) See PPE list
- 2.) Chemicals
 - a. Benefect Decon 30: 2 minute dwell time
 - b. SaniMaster 6: 10 minute dwell time
 - c. SaniMaster 7: 5 minute dwell time

3.) Air Scrubbers

- a. Minimum 5 air exchanges per hour
- b. Follow calculation
- c. Use manometer and photograph daily

4.) Hydroxyl

- a. Minimum 2 hour run time with one Boss XL3; 1,000 SF with 8 ft ceilings per unit

5.) Supplies

- a. Towels
- b. Microfiber Towels
- c. Paddle Towels
- d. Sprayers
 - i. Trigger
 - ii. Hudson
- e. Buckets
- f. Mops
 - i. Mops
 - ii. Mops Buckets
 - iii. Mop Heads
- g. Paddles
- h. Walkie Talkie
- i. Stop watch for dwell time
- j. Garbage bags for contaminated towels
- k. Tape for garbage bags

Cleaning Procedure

In order to disinfect COVID-19 follow the following procedure:

- 1.) Spray affected surfaces with approved chemical and ensure to allow chemical to reach REQUIRED DWELL TIME
 - a. SaniMaster 6: 10 minute dwell time
 - b. SaniMaster 7: 5 minute dwell time
 - c. Benefect Decon 30: 2 minute dwell time
- 2.) Once dwell time has been reached perform residual wiping with water
- 3.) All towels to be processed with bleach based product
 - a. Stage 3 on Esporta machine

FLOW OF WORK

- 1.) Get release of liability signed by customer
- 2.) Recommend IH on site for duration of project and reference release of liability
- 3.) Train supervisors
 - a. Proper PPE installation and type
 - b. Cleaning practice
 - c. Dwell time
- 4.) Mobilize
- 5.) Assign work areas
- 6.) Install air filtration equipment
 - a. Air scrubbers
 - b. Hydroxyls
- 7.) Begin cleaning procedures farthest from point of entry
- 8.) All towels to be processed with bleach based product
 - a. Stage 3 on Esporta machine

EXCLUSIONS FROM SCOPE

ServiceMaster RRH is unable to guarantee work performed due to the industry's inability to test for COVID-19

HEALTH AND SAFETY

Required PPE is that which has been listed above. Daily safety meetings will be held. The project manager will inspect each area prior to workers entering to ensure safe working environment. All equipment will be inspected prior to use. Product usage training will be performed as needed. Equipment use training will be given as needed. Muster area will be established.

If due to supply and demand ServiceMaster RRH is unable to procure required PPE we will not be able to perform the agreed upon scope of work or within the originally discussed timeframe.

PRICING

Pricing for COVID-19 sanitation will follow all of our established T&M pricing with the following exceptions:

- 1.) There will be a 15% increase in labor rates due to the hazardous nature of the work
- 2.) PPE will be charged at cost plus a 20% mark up due to the high demand and difficulty of procurement
- 3.) Biohazard material disposal fee will apply to each job via invoice marked up 20% from subcontractor

Terms