

TO: G4S Healthcare Patient Support Services Employees
FROM: Andrew Cline, Director; Greg Truesdell, District Manager
REASON: COVID-19: G4S Healthcare Continued Response and Guidance (13MAR20)

As concerns of COVID-19 evolve, G4S Healthcare is taking the following precautions.

- 1) If you are sick or feeling any cold/flu-like symptoms (fever, coughing, shortness of breath, etc) contact your supervisor and STAY HOME!
- 2) Continued PPE use for drivers and utilize sanitation measures in the patient compartment.
- 3) Avoid high risk transports defined with fever, cough and shortness of breath.
- 4) Follow three tier response to mitigate exposure and contamination of others.

As I know you are all aware, the national posture on COVID-19 continues to evolve. As such, our posture as a service and a Division must continue to evolve as well.

First and foremost, we will continue to fulfill our patient transport, security and stewardship responsibilities with the same level of commitment and professionalism. However, we must be cognizant of the concerns related to this global pandemic and take necessary, reasonable, and responsible precautions to minimize exposure and risk to our personnel and our communities. We are already deploying PPE with all transport vehicles. We are developing contingency plans in the event of an unexpected outbreak. We are elevating and evolving our screening protocols with hospitals and making risk-based decisions with respect to operational priorities. We are coordinating with our healthcare partners to ensure our stakeholders are also taking appropriate precautions. Common sense and adherence to appropriate hygiene protocols are the best defense against exposure and transmission of viruses, including the "regular" flu and COVID-19.

Reported illnesses have ranged from Mild symptoms to Severe illness and even death from the coronavirus. Symptoms may appear 2-14 days after exposure to include:

- Fever • Cough • Shortness of Breath

In the event patients are showing signs and symptoms of the virus, we will consider them to be a high risk transport and will work with the hospital's to postpone their transport.

In addition to elevating our awareness and protections while conducting regular operations, part of our reasonable and responsible risk mitigation approach is to evaluate the risk and necessity of conducting high risk transports and large gathering meetings. In the meantime, we will continue to carry out our duties and keep a close eye on each other as we always have, and always will. We will accomplish this by following the three tier response as outlined below:

Tier 1: Follow the G4S Driver procedure, as prescribed in prior correspondence and referenced below:

- a. Any patient deemed to have cold & flu-like symptoms to include fever, or patients that have been placed in a recommended quarantine status, shall be added to the exclusionary criteria for transport.
- b. After each transport conducted by G4S, drivers will sanitize the patient compartment, to include the patient belonging secure box, using the PDI Super Sani-Cloth Cleaner Disinfectant.
- c. G4S drivers shall either wash their hands or use hand sanitizer before and after each interaction with a patient.
- d. G4S drivers exhibiting cold & flu-like symptoms shall notify their respective supervisor or manager and action shall be taken to reduce the driver's interaction with employees and/or be kept at home until symptoms resolve.

Tier 2: When/where applicable G4S drivers should encourage hospital's clinical and security staff to bring the patient to the vehicle. G4S drivers shall secure the patient in the vehicle and conduct normal operations procedures by the vehicle.

Tier 3: Should the facility or facility personnel not allow the above guidance to occur, G4S drivers shall, when entering a hospital or clinical facility, don appropriate PPE to include gloves, mask, and eye protection. This should be able to be located within the hospital or within the patient's unit.

The key to continuing to remain ready and responsive is to remain calm and reasonable. Please recognize there will be short-term impacts that we will recover from and return to normal as soon as possible. Please remain vigilant and look for additional guidance from G4S Healthcare as this situation evolves.

Thank you for everything you do to serve our clients and continue to be patient advocates. This exemplifies the unique and incredibly valuable commitment you have all made when joining Patient Support Services. If you have any questions or concerns, please contact greg.truesdell@usa.g4s.com or andrew.cline@usa.g4s.com.