



URGENT

Coronavirus Update



Clean Safe Friendly

MARCH 18, 2020

IMPORTANT INFORMATION ABOUT COVID-19 AND STREETPLUS OPERATING GUIDELINES

The spread of the novel coronavirus (COVID-19) throughout the United States presents a unique and unprecedented set of challenges for Streetplus and the 80 plus business improvement districts we support. The health, safety and well-being of our employees and our customers is of paramount importance. Please rest assured that we will do all that that we can to help battle the transmission of COVID-19 throughout the communities where we work by following stringent safety and social distancing protocols as outlined below:

What measures has Streetplus taken to protect employees and the general public at locations where services are still being provided?

Streetplus is following the guidelines and recommendations from the CDC and WHO by training ambassadors to practice social distancing, not to report to work if they are sick, and follow the guidelines and information being distributed from the corporate office.

We've held three national teleconference calls with managers and corporate staff to keep them informed. Additionally, the corporate leadership team have daily teleconference calls to receive updates and share information for the accounts.

The following measures have been implemented at all accounts:

- No physical touching while interacting with others, to include employees
- Maintain at least 6 feet distance between the people ambassadors are interacting with and avoid handshakes, high fives, and all other forms of physical contact
- Ambassadors are required to wear latex gloves while on duty
- The wearing of facial masks is optional
- Disinfectant is available to all ambassadors
- Shift briefings are to be held outdoors, where feasible. If indoors, the briefing is limited to 2-3 ambassadors at a time
- Only one ambassador in any vehicle at any time
- Office and briefing areas are thoroughly cleaned with disinfectant before and after each meeting, and after ambassadors have occupied the space. This includes handles, countertops, tables, keyboards, equipment, light switches, telephones, faucets and fixtures, desks and chairs, and other surfaces that ambassadors may have touched.
- Ambassadors have been told not to report to work if sick and to maintain contact with their supervisor while away from work due to illness
- All labor classifications were trained and provided supplies to wipe down all common areas in the public domain that pedestrians may have touched. Those include mailboxes, tops of trash cans, door handles and push plates, benches, transit stops and shelters, and other fixed assets. (This service must be approved by the customer and is being done in most accounts)
- Ambassadors are using approved disinfectant and disposable rags for the enhanced cleaning effort.

What is the corporate office doing to support accounts and the ambassadors?

- Streetplus is sharing the most up-to-date information and guidelines as quickly as possible to ensure our employees are informed.
- Stressing the absolute importance of following the CDC guidelines, especially social distancing
- Ensuring accounts have necessary equipment and supplies
- Being available as a resource should customers, managers, and employees need information
- Clearinghouse for measures other customers have taken, to include operations
- Staying connected with customers that have suspended services
- Developing processes related to logistics of getting payroll delivered to those accounts that have suspended services
- Streetplus is delivering training remotely to accounts affected by suspension of services

What activities has Streetplus stopped doing?

- Until further notice, all activities related to recruitment and hiring have been suspended unless there is a critical position that must be filled. This includes all interviews.
- All regular training sessions and meetings have been suspended
- No travel by corporate staff
- When and where practical, exempt staff will telecommute
- All scheduled special projects, unless related to cleaning, have been suspended
- In some accounts, based on local and state government of directives from our customer, operations have been suspended for a period of time. Those affected employees will be paid while services are suspended as long as our customer has agreed to process and pay our regular and normal monthly invoice.

What additional measures is Streetplus considering?

- Streetplus will require all employees reporting to work to have their temperature taken before entering the workplace. If they have a fever, they won't be allowed to work for at least twenty-four hours after taking fever reducing medicine. Streetplus is in the process of shipping necessary supplies to implement this additional safety precaution at all accounts where services are being provided.
- At some accounts where operations have been suspended, Streetplus will be deploying pressure washing teams to deep clean all surfaces and fixtures.

Please refer to the following trusted websites for official information about COVID-19. In addition, please be sure to check the Streetplus website and our Facebook and Twitter feeds for updated news and information.

<https://www.cdc.gov/>

<https://www.who.int/>

<https://www.nih.gov/health-information/coronavirus>

<https://www.whitehouse.gov/briefings-statements/coronavirus-guidelines-america/>

<https://www.streetplus.net/>

Please contact the Streetplus corporate office with any questions or concerns about procedures and protocols, or email: info@streetplus.net