



Memo: Coronavirus and Flu Prevention

To: All employees

From: Spectrum Corporate Office

The world health community continues to monitor closely the emergence of the SARS-CoV-2 virus and the disease it causes, named “coronavirus disease 2019” (COVID-19). At this time, no one knows how severe this outbreak will be. Given this uncertainty, and the fact that the seasonal influenza (flu) virus is also widespread, we are taking proactive steps to address a number of business concerns. First and foremost, we want to maintain a safe workplace and encourage and/or adopt practices protecting the health of employees, customers, visitors or others. We also want to ensure the continuity of business operations in the event of a pandemic.

We ask all employees to cooperate in taking steps to reduce the transmission of communicable diseases in the workplace. Employees are reminded of the following:

- Stay home when you are sick.
- Wash your hands frequently with warm, soapy water for at least 20 seconds.
- Cover your mouth with tissues whenever you sneeze, and discard used tissues in the trash.
- Avoid people who are sick with respiratory symptoms.
- Clean frequently touched surfaces.

Spectrum will provide alcohol-based hand sanitizers throughout the workplace and in common areas. Cleaning sprays and wipes will also be provided to clean and disinfect frequently touched objects and surfaces such as telephones and keyboards.

Employees are encouraged to use telephone and video conferencing instead of face-to-face meetings as much as possible during this outbreak. IT support services are available to employees who need assistance with this technology.

It is critical that employees do not report to work while they are experiencing respiratory symptoms such as fever, cough, shortness of breath, sore throat, runny or stuffy nose, body aches, headache, chills or fatigue. Currently, the Centers for Disease Control and Prevention recommends that employees remain at home until at least 24 hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications. Many times, with the best of intentions, employees report to work even though they feel ill. We provide paid sick time and other benefits to compensate employees who are unable to work due to illness. Employees who report to work ill will be sent home in accordance with these health guidelines.

While we currently do not offer formal telework arrangements, Spectrum will consider, on a case-by-case basis, requests from employees to work from home during this time. While not all positions are conducive to telework, those positions with primary job duties that can be effectively performed remotely will be given consideration.

Please contact the People Department with any questions or concerns.

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Spectrum Infectious Disease Control Policy

Spectrum will take proactive steps to protect the workplace in the event of an infectious disease outbreak. It is the goal of Spectrum during any such time period to strive to operate effectively and ensure that all essential services are continuously provided and that employees are safe within the workplace.

Spectrum is committed to providing authoritative information about the nature and spread of infectious diseases, including symptoms and signs to watch for, as well as required steps to be taken in the event of an illness or outbreak.

Preventing the Spread of Infection in the Workplace

Spectrum will ensure a clean workplace, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, breakrooms, conference rooms, door handles, and railings. A committee will be designated to monitor and coordinate events around an infectious disease outbreak, as well as to create work rules that could be implemented to promote safety through infection control.

We ask all employees to cooperate in taking steps to reduce the transmission of infectious diseases in the workplace. The best strategy remains the most obvious—frequent hand washing with warm, soapy water, covering your mouth whenever you sneeze or cough, and discarding used tissues in wastebaskets. We will also install alcohol-based hand sanitizers throughout the workplace and in common areas.

Unless otherwise notified, our normal attendance and leave policies will remain in place. Individuals who believe they may face particular challenges reporting to work during an infectious disease outbreak should take steps to develop any necessary contingency plans. For example, employees might want to arrange for alternative sources of child care should schools close and/or speak with supervisors about the potential to work from home temporarily or on an alternative work schedule.

Limiting Travel

All nonessential travel should be avoided until further notice. Employees who travel as an essential part of their job should consult with management on appropriate actions.

Employees should avoid crowded public transportation when possible. Alternative scheduling options, ride-share resources, and/or parking assistance will be provided on a case-by-case basis. Contact the People Department for more information.

Telecommuting

Telework requests will be handled on a case-by-case basis. While not all positions will be eligible, all requests for temporary telecommuting should be submitted to your manager for consideration.



Staying Home When Ill

Many times, with the best of intentions, employees report to work even though they feel ill. We provide paid sick time and other benefits to compensate employees who are unable to work due to illness.

During an infectious disease outbreak, it is critical that employees do not report to work while they are ill and/or experiencing the following symptoms: fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills, and fatigue. Currently, the Centers for Disease Control and Prevention recommends that people with an infectious illness such as the flu remain at home until at least 24 hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications. Employees who report to work ill will be sent home in accordance with these health guidelines.

Requests for Medical Information and/or Documentation

If you are out sick or show symptoms of being ill, it may become necessary to request information from you and/or your health care provider. In general, we would request medical information to confirm your need to be absent, to show whether and how an absence relates to the infection, and to know that it is appropriate for you to return to work. As always, we expect and appreciate your cooperation if and when medical information is sought.

Confidentiality of Medical Information

Our policy is to treat any medical information as a confidential medical record. In furtherance of this policy, any disclosure of medical information is in limited circumstances with supervisors, managers, first aid and safety personnel, and government officials as required by law.

Social Distancing Guidelines for Workplace Infectious Disease Outbreaks

In the event of an infectious disease outbreak, Spectrum may implement these social distancing guidelines to minimize the spread of the disease among the staff.

During the workday, employees are requested to:

1. Avoid meeting people face-to-face. Employees are encouraged to use the telephone, online conferencing, e-mail, or instant messaging to conduct business as much as possible, even when participants are in the same building.
2. If a face-to-face meeting is unavoidable, minimize the meeting time, choose a large meeting room, and sit at least one yard from each other if possible; avoid person-to-person contact such as shaking hands.
3. Avoid any unnecessary travel and cancel or postpone nonessential meetings, gatherings, workshops, and training sessions.
4. Do not congregate in workrooms, pantries, copier rooms, or other areas where people socialize.



5. Bring lunch and eat at your desk or away from others (avoid lunchrooms and crowded restaurants).
6. Encourage members and others to request information and orders via phone and e-mail in order to minimize person-to-person contact. Have the orders, materials, and information ready for fast pick-up or delivery.

Outside activities

Employees might be encouraged to the extent possible to:

1. Avoid public transportation (walk, cycle, drive a car) or go early or late to avoid rush-hour crowding on public transportation.
2. Avoid recreational or other leisure classes, meetings, activities, etc., where employees might come into contact with contagious people.

Spectrum Hygiene for Food & Beverage

Food has not been identified as a likely source of COVID-19 infection at this time. See below for food safety practices to slow the spread of the respiratory viruses in the community.

Review of Health Policies and Procedures:

- Spectrum Health policies prohibit food workers from working in food establishments while sick.
- Employees are required to monitor and report symptoms to their direct supervisor should they feel sick.
- Workers that are possibly sick with the symptoms matching COVID-19 should stay home. If possible, employees with family members/caregivers with symptoms matching COVID-19 should also stay home. Signs and symptoms of infection with COVID-19 include fever (100.4°F or greater with an oral thermometer), cough, and shortness of breath. Symptoms of COVID-19 may appear in as few as 2 days or as long as 14 days after exposure to the virus.
- Food workers and managers suspected of illness should not return to work until they are symptom-free. Current guidance is to stay home until at least 24 hours after symptoms have gone away; however, this may be altered by medical diagnosis, local health authority, changing conditions, or other factors.

Increase Hand Hygiene

- Wash your hands frequently and thoroughly with soap and water for at least 20 seconds. Make sure each handwashing station is always stocked with soap, paper towels, and warm, running water. Please note: you may notice your sinks in public restrooms need to be stocked more frequently as customers are also likely also increasing handwashing.
- Even with proper handwashing, Spectrum requires that food workers use a barrier such as tongs, gloves, or other utensils to prevent direct hand contact with ready-to-eat food. The virus is likely to be inactivated by proper cooking temperatures; it is important to use gloves or other barriers to prevent touching foods that will not be fully cooked.



- All employees should cover coughs and sneezes with a tissue. If a tissue is not available, employees can sneeze into their shirt sleeve, but should NOT sneeze or cough into their hands. Discard tissues and wash hands immediately with soap and water after each cough or sneeze.
- Avoid touching eyes, nose, and mouth to help slow the spread of germs. The current food safety rule requires that workers wash their hands whenever they touch their eyes, nose, or mouth.
- To help customers keep their germs to themselves, consider providing tissues, no-touch waste bins, and alcohol-based hand antiseptic rubs (with at least 60% ethyl alcohol as the active ingredient) in customer areas.

Clean and Sanitize

- It is expected that the coronavirus that causes COVID-19 is, like other coronaviruses, also susceptible to EPA-registered sanitizers and disinfectants.
- The EPA has a [list of registered sanitizers](#) labeled for use against the novel coronavirus. *Note: There may be additional disinfectants that meet the criteria and EPA will update the list as needed. If you have questions about your particular sanitizer, please carefully read the package label or reach out to your chemical provider for more information.*
- When disinfecting for coronavirus, EPA recommends following the product label use directions for enveloped viruses, as indicated by the approved emerging viral pathogen claim on the master label. If the directions for use for viruses/virucidal activity list different contact times or dilutions, use the longest contact time or most concentrated solution. *Note: These disinfection concentrations may exceed the allowable levels allowed for use on food contact surfaces such as dishes and utensils. Be sure to follow the label directions for FOOD CONTACT SURFACES when using the chemical near or on utensils and food contact surfaces.*
 - Additional information about using disinfectants for COVID-19 are available from the [National Pesticide Information Center](#).
- **Read the label carefully and thoroughly. Certain disinfection chemicals or increased concentrations may not be used on food contact surfaces or may need to be rinsed prior to use with food.**
- All food contact surfaces such as utensils, cutting boards, and serving ware must be washed, rinsed, and sanitized (either with chemical sanitizer or high-temperature dish machine) often throughout the day. When using chemical sanitizers with dishes or in food prep areas, be sure the staff uses the concentration and directions listed on the product's label for FOOD CONTACT SURFACES.
- Only use sanitizers registered with EPA as a sanitizer. Read the sanitizer label and follow usage directions. Be sure to monitor the concentration of the sanitizer with test strips to make sure the active ingredient is available and at the proper concentration.
- Wash and rinse equipment of visible dirt or debris before sanitizing. Sanitizers work better on clean surfaces.
- All nonfood contact surfaces, such as equipment, counters, and doors, should be cleaned of spills as needed. To help reduce the potential for coronavirus, it is recommended to also wash, rinse, and sanitize nonfood contact surfaces that employees touch throughout the day.



- To help protect your workers and customers, increase the frequency of cleaning and sanitizing customer-access areas. Use a separate wiping cloth and sanitizing solution when sanitizing the front of the house/customer-access areas.
- Consider removing decorative objects, papers, and other unneeded materials from counters to allow for thorough sanitization of unobstructed surfaces.
- Sanitize 'touchpoints' such as the outside of condiment containers and other items frequently handled such as doorknobs, backs of chairs, faucet handles, tabletops, POS systems, time keeping systems, and menus at least daily.
- To help customers reduce illness, wash, rinse, and sanitize tongs and other utensils in self-service areas often throughout the day and consider providing alcohol-based hand antiseptic rubs (with at least 60% ethyl alcohol) at the entrance to the facility.
- All employees are required to sanitize their hands after all transactions with credit cards or cash.

Removal of Items to avoid cross-contamination

To slow the spread of the respiratory virus in the community, Spectrum asks that all venues consider removing items that will contribute to the spread of the virus such as:

- Self-Service water stations
- Condiments
- Salt and Pepper
- Fruit Trays
- Nut Trays
- Etc.

Please contact the People Department with any questions or concerns.

What to do if you are sick with coronavirus disease 2019 (COVID-19)

If you are sick with COVID-19 or suspect you are infected with the virus that causes COVID-19, follow the steps below to help prevent the disease from spreading to people in your home and community.

Stay home except to get medical care

You should restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ride-sharing, or taxis.

Separate yourself from other people and animals in your home

People: As much as possible, you should stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available.

Animals: Do not handle pets or other animals while sick. See [COVID-19 and Animals](#) for more information.

Call ahead before visiting your doctor

If you have a medical appointment, call the healthcare provider and tell them that you have or may have COVID-19. This will help the healthcare provider's office take steps to keep other people from getting infected or exposed.

Wear a facemask

You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a facemask if they enter your room.

Cover your coughs and sneezes

Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately wash your hands with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60 to 95% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty.

Avoid sharing personal household items

You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.

Clean your hands often

Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.

Clean all "high-touch" surfaces every day

High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Monitor your symptoms

Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). **Before** seeking care, call your healthcare provider and tell them that you have, or are being evaluated for, COVID-19. Put on a facemask before you enter the facility. These steps will help the healthcare provider's office to keep other people in the office or waiting room from getting infected or exposed.

Ask your healthcare provider to call the local or state health department. Persons who are placed under active monitoring or facilitated self-monitoring should follow instructions provided by their local health department or occupational health professionals, as appropriate.

If you have a medical emergency and need to call 911, notify the dispatch personnel that you have, or are being evaluated for COVID-19. If possible, put on a facemask before emergency medical services arrive.

Discontinuing home isolation

Patients with confirmed COVID-19 should remain under home isolation precautions until the risk of secondary transmission to others is thought to be low. The decision to discontinue home isolation precautions should be made on a case-by-case basis, in consultation with healthcare providers and state and local health departments.



What you need to know about coronavirus disease 2019 (COVID-19)

What is coronavirus disease 2019 (COVID-19)?

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus that was first identified during an investigation into an outbreak in Wuhan, China.

Can people in the U.S. get COVID-19?

COVID-19 is spreading from person to person in China, and limited spread among close contacts has been detected in some countries outside China, including the United States. At this time, however, this virus is NOT currently spreading in communities in the United States. Right now, the greatest risk of infection is for people in China or people who have traveled to China. Risk of infection is dependent on exposure. Close contacts of people who are infected are at greater risk of exposure, for example health care workers and close contacts of people who are infected with the virus that causes COVID-19. CDC continues to closely monitor the situation.

Have there been cases of COVID-19 in the U.S.?

Yes. The first case of COVID-19 in the United States was reported on January 21, 2020. The current count of cases of COVID-19 in the United States is available on CDC's webpage at <https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>.

How does COVID-19 spread?

The virus that causes COVID-19 probably emerged from an animal source, but now it seems to be spreading from person to person. It's important to note that person-to-person spread can happen on a continuum. Some diseases are highly contagious (like measles), while other diseases are less so. At this time, it's unclear how easily or sustainably the virus that causes COVID-19 is spreading between people. Learn what is known about the spread of newly emerged coronaviruses at <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html>.

What are the symptoms of COVID-19?

Patients with COVID-19 have had mild to severe respiratory illness with symptoms of

- fever
- cough
- shortness of breath



What are severe complications from this virus?

Many patients have pneumonia in both lungs.

How can I help protect myself?

The best way to prevent infection is to avoid being exposed to the virus that causes COVID-19.

There are simple everyday preventive actions to help prevent the spread of respiratory viruses.

These include

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.

If you are sick, to keep from spreading respiratory illness to others, you should

- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

What should I do if I recently traveled to China and got sick?

If you were in China within the past 14 days and feel sick with fever, cough, or difficulty breathing, you should seek medical care. Call the office of your health care provider before you go, and tell them about your travel and your symptoms. They will give you instructions on how to get care without exposing other people to your illness. While sick, avoid contact with people, don't go out and delay any travel to reduce the possibility of spreading illness to others.

Is there a vaccine?

There is currently no vaccine to protect against COVID-19. The best way to prevent infection is to avoid being exposed to the virus that causes COVID-19.

Is there a treatment?

There is no specific antiviral treatment for COVID-19. People with COVID-19 can seek medical care to help relieve symptoms.

STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

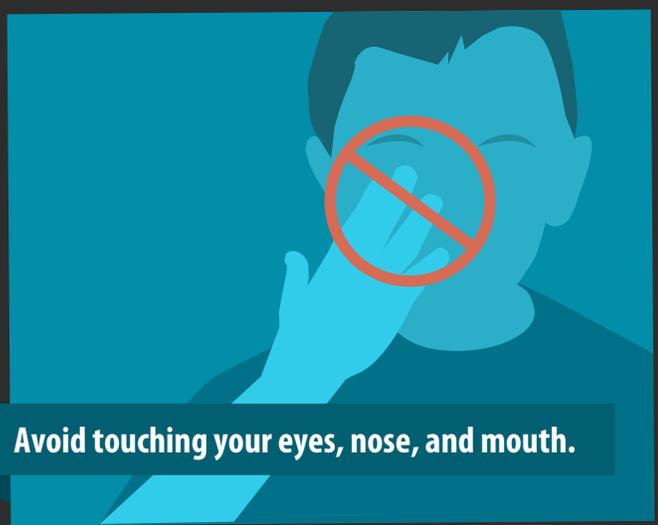
Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.



Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



For more information: www.cdc.gov/COVID19