

Janitorial Services COVID-19 Conference Call / Update / Response:

03.20.20

- A hard copy of this call will be available later today through our website. Brenda will text out the link for you this afternoon.
- We will not be taking any questions (live) either before, during or after this call. Questions are important to us, please send them to the office and Brenda will get them to me so I can include them in our conference calls

Good Afternoon!

I want you to know that in our refreshment services conference call this morning, I gave you a shout out.

I said, "While we work throughout the day, we have scores of employees who are working throughout the night keeping workspaces, factories, banks and medical centers safe, clean and disinfected. They are out on the front lines supporting other essential people and businesses as we try to keep America moving through this crisis."

It's true. Each of you holds a special place in our hearts as the foundation that is keeping NW Indiana moving, and, to be honest, keeping our company moving.

While the vending business is in decline because non-essential businesses are closed and more people are working from home, you are out there as a first line of defense - keeping our customers in clean and disinfected environments.

Thank you for that!

I'd also like to thank you for your patience - along with your care and concern for our customers (as is demonstrated by your faithfulness each day) and for your company.

We are, without a doubt, in unprecedented times.

But, with that said, we must proceed with a level head - utilizing common sense, while taking every possible precaution.

As a country, we are progressing towards the peak of COVID-19, which China and other countries have already seen - which means more testing, more testing positive and more people that will pass away. The COVID-19 virus is everywhere. Much like other viruses, we come into contact with it each day at the grocery store, the gas station and many other places which we frequent as the normal pattern of our lives (even in a modified state) continues.

That is why it is important (even though we are an essential business) to follow the guidelines that both the CDC and the President has outlined in his 15 day program.

Be reminded:

- Wear Gloves as soon as you enter a site (before you enter a site if possible)
- Remove “those” gloves when departing
- Put on new gloves when you see them fail, tear or rip apart in some way
- Please wash your hands (with gloves on) and sanitize them throughout the day
- I think the biggest advantage to using gloves is the constant reminder they send not to touch your face
- Don’t touch your face! This virus wants to work its way into your throat and then into your lower respiratory area
- I’m going to be personal:
 - Don’t touch your face
 - Brush your teeth often
 - Rinse with listening
 - Drink Bragg’s Apple Cider Vinegar
- Observe Social Distancing - 6’ (Please don’t think this is silly) This virus is primarily transferred from one person to another. Observe Social Distancing. The benefit to working at night is limited exposure to other people, but some of you work during the day and some of you that normally work at night are now providing day cleaning and disinfecting services. Practice Social Distancing!
- Wipe (with a wipe or disinfectant) your steering wheel and other touch points in your vehicles when going to and from work.
- Never take your gloves off throughout your shifts - (I’ll be personal), NEVER TAKE YOUR GLOVES OFF THROUGHOUT THE DAY - there is nothing that you need to do that you cannot do with gloves on. Simply wash your gloved-hands when appropriate.
- Back to Social Distancing: if you are on a site and someone approaches your personal space, be polite but firm - put your hand/glove in front of you and stay “Stop - please, with all due respect”. Sounds silly, but I’d rather smile in a few weeks than have to give you time off to attend a funeral.

There are hundreds of additional reminders that I’d like to share, but time won’t allow it. Simply said, use your head - use common sense (both at home and at work).

There are those who are concerned for us at work, while many at home are now contracting COVID-19 by touching the mail (cases already reported this morning) and by picking up delivered packages, and through other means. My wife has very helpful information regarding these and other thoughts and ideas that will be helpful to you at home.

Questions

I know that many of you have questions and concerns. I’d like to address them in these conference calls, so I would encourage you to send them to Brenda in the office. Remember, there is no silly question - I really want to address your thoughts, questions and concerns.

A teacher in elementary school once told me, "The only dumb question is the one that isn't asked". So, please send us your questions and concerns so we can help you.

Our goal is to continue to equip you with all the tools, supplies, equipment and confidence that you need to continue your efforts with keeping sites and businesses throughout NW Indiana, safe, clean and disinfected.

With that said, we do have a couple of needs:

1. We do need extra help. If anyone is looking for additional hours or just wants to pitch in and provide some extra support, please text the office. Victoria and/or Brenda will reach out to you and help you understand what we need.
2. Keep a close eye on your supplies. We are in unusual times and some supplies have come up missing. Please keep an eye on your supplies and coordinate with Brenda via text to keep your sites well stocked.
3. Attention to Detail: Surfaces are important in this campaign against COVID-19. We have the right people and the right products - just make sure that you are wiping down all touch-points (like handles, light switches and door knobs) and surfaces, faithfully, each and every day. This will help stop the virus!

So I have a few questions with regard to these Conference Calls. Everyone is muted, but maybe you could text a note to Brenda and help us.

1. I'm wondering if these conference calls are helpful. If so, how often would you like for us to have them. Daily? 2 or 3 times per week? Help us to better understand how we can help you.
2. What other information would be helpful in these conference calls? Is there something that we are not addressing that might be helpful?
3. The time of the conference call. We have calls at 4:00 PM and we are now trying this call at 1:00 PM. While we can't accommodate everyone, we want to accommodate as many folks as possible. Help us to understand the best time of day to hold these conference calls.

Moving Forward

As we move forward, we will no doubt experience more frustration, more cases of COVID-19, and more challenges to each of you and to your families.

But remember, this is short term. We are going to wake up one day (I suspect in 4 - 6 weeks) and the COVID-19 Pandemic will be over. People will return to work, lives will go on. It's already happening in China and it will happen here in the US.

So please keep a level head.

Closing Thoughts:

- Stay Calm
- Use Common Sense
- Help each other out
- Be respectful and don't lose hope
- Wash your hands
- Wash your hands again, and again (with gloves on)
- Practice social distancing
- See Victoria for ideas at home with respect to COVID-19

You represent the greatest bunch who has ever represented our company with respect to janitorial services. Remember that there is another side to this story. This is not the last chapter. The next several weeks is not the whole story. The month of April will not be the last chapter.

Trust God, follow leadership within this company, and we will get through this.

I'll talk with you again during our next conference call.

Thank you & be safe out there!