

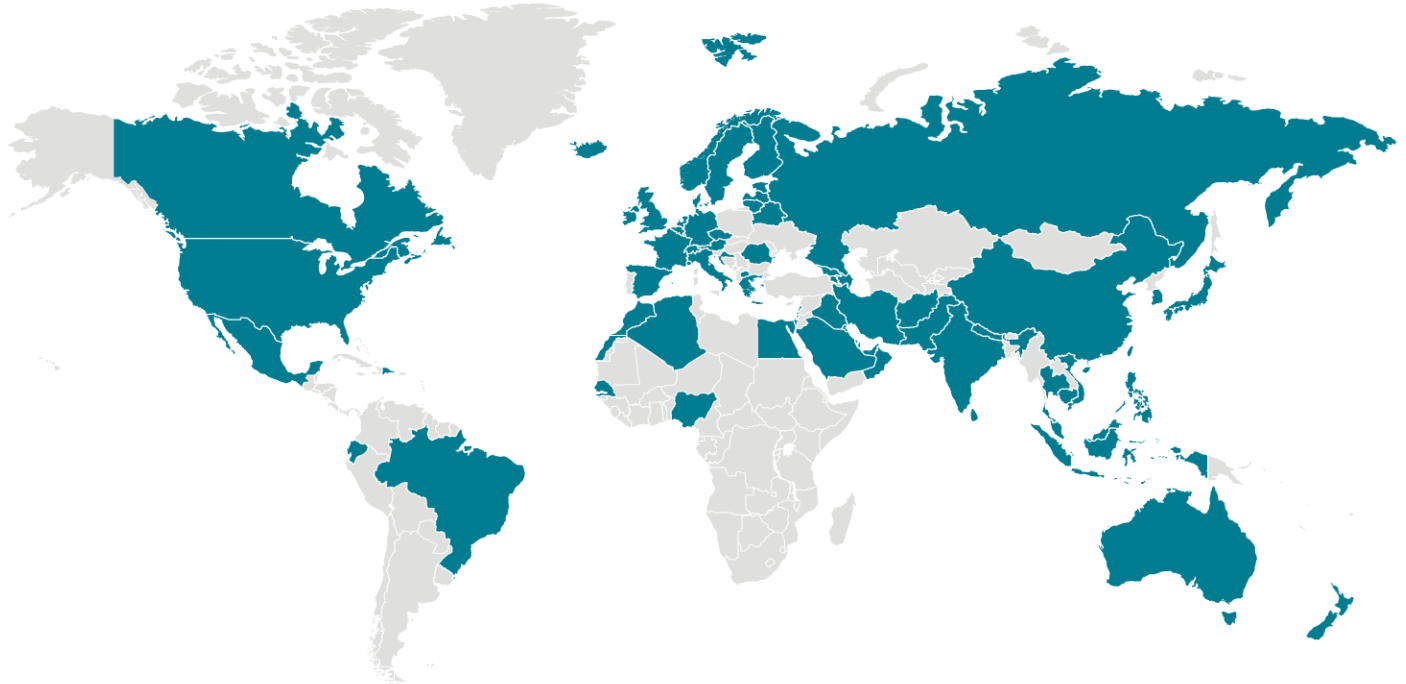
IMPORTANT INFORMATION FROM DIVERSIFIED MAINTENANCE REGARDING COVID-19

(Wuhan Coronavirus 2019-nCoV)

Bulletin #2, March 3, 2020



BACKGROUND - The Centers for Disease Control and Prevention (CDC) is closely monitoring the outbreak caused by a novel (new) coronavirus (Wuhan Coronavirus 2019-nCoV, now identified as COVID-19) first identified in Wuhan, Hubei Province, China. Chinese authorities identified the new coronavirus, which has resulted in approximately 80,000 confirmed cases in China, including cases outside Wuhan, with additional cases identified in a growing number of countries internationally. There are almost 100,000 cases world-wide.



The first case in the United States was announced on January 21, 2020. As of March 2, 2020. The CDC reports that there are 47 confirmed cases of COVID-19 in the U.S. When including those people repatriated from China and Japan, the total number of infected people in the U.S. is 105. Ten states have confirmed cases. However, since that CDC report, Georgia has reported two cases of people infected with the COVID-19. While the majority of U.S. cases are the result of travel to, or contact with, people who have recently been in the areas affected in China and the Far East, the two Georgia cases as well as two cases from Massachusetts are believed to have been the result of travel to Italy, which is facing its own outbreak.

PRECAUTIONS - There is currently no vaccine to prevent COVID-19 infection. The best way to prevent infection is to avoid being exposed to this virus. However, as a reminder, CDC always recommends everyday preventive actions to help prevent the spread of respiratory viruses, including:

- Avoid physical contact with those who are sick
- Avoid touching your eyes, nose, mouth
- Clean and disinfect frequently touched objects and surfaces
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Stay at home if you are sick, except to get medical care
- Wash your hands with soap and water for at least 20 seconds



The CDC Recommends the Following Steps for Businesses and Employers

Actively encourage sick employees to stay home. Employees who have symptoms of acute respiratory illness are recommended to stay home until they are free of fever, signs of fever, or any other symptoms for at least 24 hours. Ensure your sick leave policies are flexible. Talk with your employees about your sick leave policies and direct them to notify their supervisor and stay home if they are sick.

Separate sick employees. Any employees that appear to have symptoms (cough, shortness of breath, etc.) upon arrival to work or become sick during the day should be separated from other employees and be sent home immediately.

Emphasize staying home when sick, respiratory etiquette and hand hygiene to all employees. Provide tissues for your employees. Instruct employees to wash their hands frequently.

Perform environmental cleaning. Clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs.

Advise employees before traveling to take certain steps. Check with the CDC's Traveler's Health Notices for the latest guidance and recommendations for each country to which you travel. Advise employees to check themselves for symptoms before traveling.

Diversified Maintenance recommends that its clients implement the following:

Hand Hygiene - Since the viral infection is primarily spread through person-to-person contact, hand hygiene is a primary part of preventing transmission. Facilities should ensure that their personnel are familiar with proper hand hygiene as well as its rationale.



Environmental Cleaning - Although microbiologically contaminated surfaces can serve as reservoirs of potential pathogens, generally these surfaces are not directly associated with transmission of infections to personnel. The transfer of microorganisms from environmental surfaces to personnel is largely via hand contact with the surface. Although hand hygiene is important to minimize the impact of this transfer, cleaning and disinfecting environmental surfaces as appropriate is fundamental in reducing their potential contribution to the spread of viruses.




Diversified Maintenance is Working to Establish New Processes

Working with our current clients, we are evaluating procedures and processes to determine the most effective and cost effective means of addressing this issue. One Diversified client has daily public foot traffic through multiple facilities. Working with the client, Diversified Maintenance began a protocol of disinfecting public facing areas daily for 14 days. At the end of that trial period, the effectiveness of this protocol will be evaluated, and if shown to be effective, will be recommended to additional clients with similar circumstances.



Supply Shortages and Rationing from Suppliers

3M N95 Disposable Particulate Resp



3M™ N95 Disposable Particulate Respirator. The Cool Flow™ valve helps reduce breathing resistance for a custom fit and a secure seal.

Brands
3M

↑ Product Availability	Nose Clip	Face Seal
Temporarily Unavailable	Yes	Full
Temporarily Unavailable	Yes	None
Temporarily Unavailable	Yes	None
Temporarily Unavailable	Yes	None
Temporarily Unavailable	Yes	None
Temporarily Unavailable	Yes	None
Temporarily Unavailable	Yes	None
Temporarily Unavailable	Yes	None
Temporarily Unavailable	Yes	None
Temporarily Unavailable	Yes	None
Temporarily Unavailable	Yes	Full

Already we have found instances where suppliers are limiting the amount that can be ordered of certain items. As production slows for goods produced overseas, it puts strains on the availability of domestically produced chemicals and materials needed to combat the spread of COVID-19. As this health issue continues, the likelihood of chemical and material goods shortages grows. If your company or organization has been considering implementing additional janitorial and cleaning measures in response to COVID-19, Diversified Maintenance recommends that you move quickly to establish a plan and determine your chemical and material needs for the immediate future and long term.

Some suppliers that have begun to limit the quantities that can be ordered by an organization are basing the quantities they are allowing on previous purchases. This means that previous purchase history is used to determine how much of an item can now be ordered. This is generally done to ensure supplies can reach as many customers as possible, and to prevent businesses or organizations from over-ordering supplies that end up being stockpiled, or hoarded.

The longer the COVID-19 remains an issue, the more likely that suppliers will be forced to begin rationing cleaning supplies. Therefore, it is important to initiate your plan for how you want your janitorial service to deal with the COVID-19 virus so that appropriate orders can be placed in the order queues with suppliers.

How Diversified Maintenance Can Help Your Facility?

We have taken the following steps to address this potential hazard:

- Working with our suppliers – HDPPro, Spartan Chemicals, GenEon, and others, Diversified Maintenance has identified disinfectants that have the Coronavirus claim, and should be used to clean and disinfect surfaces.
- Diversified Maintenance Environmental, Health and Safety teams have created and distributed to all field personnel the attached SAFE OPERATING PROCEDURE directive, “**CLEANING AND DISINFECTING PROCEDURES WHEN A NOVEL CORONA VIRUS INFECTION IS SUSPECTED**” (see attached document) to ensure awareness. As more information becomes available, we will continue to update our field personnel and our customers with that new information.
- In the meantime, please reach out to your Diversified Maintenance contact to discuss what steps and procedures can be implemented to help your company prevent the spread of this virus.

Contact your Client Relations Executive, your Sales Representative, or call our offices today at 1-800-239-7483.



Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, DMS AND ITS ENTITIES SHALL NOT BE LIABLE FOR ANY DAMAGES, DIRECT OR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, OR ANY LOSS OF PROFITS OR REVENUES, WHETHER INCURRED DIRECTLY OR INDIRECTLY, OR OTHER INTANGIBLE LOSSES, RESULTING FROM ANY POTENTIAL OUTBREAK OF COVID-19. THE LIMITATIONS OF THIS SECTION SHALL APPLY TO ANY THEORY OF LIABILITY, WHETHER BASED ON WARRANTY, CONTRACT, STATUTE, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE.

SAFE OPERATING PROCEDURE

CLEANING AND DISINFECTING PROCEDURES WHEN A NOVEL CORONA VIRUS INFECTION IS SUSPECTED

PURPOSE

This procedure is to provide guidance on cleaning and disinfecting environmental surfaces or touch points in the event of Novel Corona-Virus infection at a job site.

DEFINITION

Touch Points - Touch points are high traffic areas that are touched frequently by people. Examples of touch points include:

- door knobs
- jambs and push bars
- elevator buttons
- stair rails
- counters
- phone hand sets
- light switches
- computer key pads

CHEMICALS

The EPA has not established any efficacy protocols for surface disinfectants because the Novel Corona is so new worldwide. Since it is a coronavirus based syndrome which is an enveloped virus and are considered to be easy to inactivate on non-porous surfaces. The scientific community believes, based on its knowledge of the structure of coronaviruses, that when an EPA protocol is established the results will show that if your surface disinfectant is effective for other Coronavirus's, such as the Human Coronavirus, it will be effective against the Novel Coronavirus.

The following Spartan disinfectants have the coronavirus claim and can be used to clean and disinfect surfaces:

- BNC-15 (2oz per gallon of water for 5 minutes)
- TB-Cide Quat (straight for 30 seconds)
- Halt (2oz per gallon of water for 5 minutes)
- PSQ II (2 oz per gallon of water for 5 minutes)



SAFE OPERATING PROCEDURE

CLEANING AND DISINFECTING PROCEDURES WHEN A NOVEL CORONA VIRUS INFECTION IS SUSPECTED

PERSONAL PROTECTIVE EQUIPMENT

The PPE requirements for each cleaner and disinfectant may vary. Refer to section 8 of the SDS for the products you are using.

CLEANING AND DISINFECTING PROCEDURE

1. Isolate the area to be cleaned using caution signs and barricades.
2. Put on gloves and Goggles.
3. If room is not dirty skip to step 4. If room is dirty:
 - a. Use a multi surface cleaner / disinfectant such as:
 - BNC-15 (2 oz per gallon of water)
 - TB-Cide Quat (straight)
 - HALT (2 oz per gallon of water)
 - PSQ II (2 oz per gallon of water).
 - b. Apply and scrub soil as needed to break loose with a brush and wipe up using a disposable towel or microfiber cloth.
4. Apply your choice of disinfectant and allow to remain wet on the surface for the associated contact time:
 - a. BNC-15 (2oz per gallon of water for 5 minutes)
 - b. TB-Cide Quat (straight for 30 seconds)
 - c. Halt (2oz per gallon of water for 5 minutes)
 - d. PSQ II (2 oz per gallon of water for 5 minutes)
5. Wipe surface with microfiber or disposable cloth and either dispose of the disposable cloth or launder the microfiber cloth following normal laundry protocols.
6. Remove safety gear and wash hands thoroughly with soap and water for 20 seconds.
7. Don personal protective equipment (nitrile gloves and safety goggles minimum)
8. Use a microfiber or disposable cloth apply the cleaner to the touch point.
9. Let surface dry.
10. Use a clean microfiber or disposable cloth apply the disinfectant to the touch-point.
11. Dispose of used cloths and gloves in a double bag trash liner.
12. After the cleaning and disinfecting has been completed:
 - a. Remove signs and barricades.
 - b. Thoroughly wash hands with soap and water for at least 30 seconds.