



Showroom & Installation Work Protocol In Response to the COVID-19 Pandemic

As the Coronavirus (COVID-19) situation continues to evolve, Western Contract is monitoring the situation daily with a primary focus on the safety of our employees, clients, vendors, and partners. We are fully operational, as are our key partners, and we do not anticipate any major interruptions to our supply chain at this time.

At Western Contract, our mission is to deliver the highest quality in customer service, both for our customers and internally for our team. The health and well-being of you, our partner, and our internal team members is always our priority. As we navigate the rapidly evolving Coronavirus (COVID-19) situation together, I want to share with you the extra precautions we are taking at Western Contract to serve you.

At this time, we are fully operational and will be on task to complete your projects. We are encouraging our team members with underlying health issues, family members at risk, impacted by school closures, or that have the ability, to productively work virtually from home. We will continue to monitor announcements and reports from the World Health Organization (WHO) and Centers for Disease Control (CDC). If federal, state, or local authorities give any additional directives, we will follow those directives and communicate quickly to you regarding any impact to your projects or scheduled service with our team.

Transparency and communication are cornerstones of our business practices. Following are key elements of our plan to adapt to the pandemic, maintain as much of a business as usual approach as possible, and protect our employees, customers, and colleagues.

Products & Services

We plan to continue providing the excellent products and services you've come to expect from us. We are regularly meeting with our key partners to discuss factors that could impact supply chains, manufacturing, shipping, and installation in order to plan for and respond to rapidly changing conditions. We will communicate any updates to our customers as quickly as possible.

Staffing

Remote-working protocols and customer service coverage plans have been defined and are in place for all office staff of Western Contract to help minimize the impact to our customers. Our field Installers are required to follow specifics listed in the Oversight and Monitoring Section on the next page.



Meetings/Customer & Showroom Visits

We are asking that our employees continue to follow the Centers for Disease Control (CDC) and California Department of Public Health (CDPH) guidelines and leverage technology and video conferencing for meetings where possible. If a face-to-face meeting is imperative, we are asking that these are conducted efficiently and all wear masks and are mindful of social distancing (6 feet apart). We have incorporated additional space dividers in our showroom, removed any seating that is not within social distance range, and posted signage to remind all of social distancing, traffic flow, to wash hands, and wear their masks. We provide hand sanitizer and masks. No shared food is allowed.

Travel

All non-essential travel has been cancelled for the foreseeable future. Essential travel will be limited to customer specific needs and project initiatives that cannot be addressed by a format other than face-to-face.

Training

Our office, warehouse and installation staff have been trained on information related to COVID-19 including the following:

- COVID-19 information concerning what it is, how it is spread, and its symptoms.
- The importance of hygiene and of enhanced cleaning.
- Coughing and sneezing etiquette
- The importance of social distancing
- The importance of using personal protective equipment (PPE) as it relates to COVID-19

Oversite and Monitoring in the Field

Team Leads are designated as site specific Covid-19 Supervisors and will coordinate with the jobsite Covid-19 Supervisor, if one is designated, to monitor the health of the employees and enforce the Covid-19 job site safety plan. A designated Covid-19 Supervisor must always be present during jobsite activities.

Upon arrival at a job site, all crew member's temperatures will be taken. Any worker with a temperature of 100.4 °F or above is considered to have a fever and will be sent home. Team Leads or on-site supervisors will screen all workers at the beginning of their shift by taking their temperature and asking if they have a fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell. Crew members will be asked the following questions at the beginning of their shift and will not be allowed to work if any of the conditions exist:



- Have you been exposed to anyone who has tested positive for COVID-19 or that you may suspect has COVID-19?
- Have you had symptoms of fever, cough, shortness of breath, fatigue, muscle aches or other coronavirus symptoms in the last 14 days?
- Have you returned from any international travel within the last 14 days?

If any symptoms occur while at work, the worker is required to notify their supervisor and leave work. Employees with a fever are not allowed to return to work until three full days have passed with no fever and respiratory symptoms have improved; and, at least 7 days have passed since symptoms first appeared.

General Hygiene Rules

Workers are required to perform the following practices:

- Wash hands frequently with soap and water for at least 20 seconds.
- If unable to wash hands, use hand sanitizer supplied by the supervisor. This alternate should be used if unable to wash with soap and water.
- If coughing or sneezing, do so in the elbow or shoulder.
- Do not touch mouth, nose, or eyes with hands.
- Wash hands before and after breaks, lunch, when using the restroom, or changing their masks/gloves.

Social/Worksite Distancing

The following requirements have been implemented to insure proper social distancing is maintained:

- Social distancing of at least 6 feet of separation must be maintained by every person on the worksite whenever possible.
- Maintain distancing on all breaks and meal periods.
- Minimize interactions when picking up or delivering equipment or materials and maintain distancing to the greatest extent possible.
- If the work prevents desired social distancing, minimize the time and make sure to wear a mask and any other PPE necessary for the task.
- No more than two people are allowed in the cab of the company vehicle. When two people are in the cab, they both must wear a mask.
- Only one person can be in an elevator at a time unless 6 feet of distance can be maintained.

Safe Work Practices

- Tools are not to be shared if possible. If they must be shared, then they are to be disinfected after each use.



- If fans or other means of ventilation are used on the job, they are to be placed to prevent them from blowing from one worker or group of workers to another.
- Workers are encouraged to drive to worksites by themselves and not share a ride. If carpooling can not be avoided, passengers should sit as far apart as possible and wear face coverings. They should wash their hands after the trip.
- Shaking hands is not allowed.
- Workers are not to share food or water.

Personal Protective Equipment (PPE)

- The company will provide personal protective equipment (PPE) as appropriate, or required, for the activity being performed. This includes gloves, safety glasses, and face masks.
- Masks must always be worn by every employee in public spaces and on the job sites. Any type of face covering is acceptable unless a job site safety plan dictates otherwise.
- Eye protection must always be worn by every field employee while on the work site. Eyeglasses will suffice unless safety glasses are dictated by the job site safety plan.

Increased Cleaning and Disinfection

The following procedures have been implemented:

- Each driver will wipe down and disinfect the vehicle – door handles, steering wheels, etc. using EPA-approved disinfectants at the end of his shift.
- EPA approved disinfectants will be used at the job site to wipe commonly touched surfaces such as door handles, carts, shared tools, etc. throughout the workday.
- Furniture product will be cleaned and disinfected using EPA-registered disinfectants.

We are all in this together. Western Contract's collective commitment to health, to each other, to you our valued customers, and our business partners will help us navigate this unprecedented time. We are aware that this has created great stress and hope you are holding up well under this pressure.

I want to thank you for your support and understanding during a rapidly evolving situation as we make every effort to support you, our valued partner, our internal teams, and the communities we serve.

Sincerely,

Bill W. Yee
President, CEO