

MEMORANDUM

DATE: August 26, 2020

TO: Valued HBM Customer

FROM: Hawaiian Building Maintenance

RE: HBM COVID-19 Procedures

Oahu News

Starting Thursday August 27th, Oahu will be going back to a modified “Stay at home, work from home” order, similar to the original one in March for a two-week time period. Details provided during yesterday’s press conference included, all non-essential business will be closed. Examples of non-essential businesses; hair salon, restaurants are now take out only, private schools, etc. Currently, the new order has not been posted, however when it is please go to **honolulu.gov** for more details.

HBM is an essential business, so our services will not be affected by the new mandate. Employees will be provided a letter stating they are an essential worker.

The federal government has provided 70,000 COVID-19 test kits for a two-week period. These kits are free of charge to anyone that wants to be tested and all you have to do is go to **www.doineedacovid19test.com**. Oahu county is also offering free hotel rooms for people that need to isolate or quarantine by calling the **COVID hotline at 211**.

HBM Topics

HBM has acquired electrostatic, sanitizing sprayers and foggers, all of which have been trained to specific staff performing the specialized disinfecting services. HBM can perform disinfecting services in offices, workspaces, or assigned areas in a safe and efficient manner. We are also equipped with all the proper personal protective equipment (PPE) needed to safely conduct a higher level of cleaning. The electrostatic sprayers use a specialized solution (using EPA certified antimicrobial products) that is combined with air and atomized by an electrode inside the sprayer. Subsequently, the spray contains positively charged particles that are able to aggressively adhere to surfaces and objects. This combined with a proven virucide provides a great way to kill the coronavirus. Other applicators dispense EPA certified antimicrobial products in a fine mist pattern and cover areas in an efficient manner.

Should you have a confirmed COVID-19 case in your office we ask that you notify the property manager and the affiliated state and county agencies (see contact information below). We will

work directly with you to provide an estimated proposal for the disinfecting service. HBM will provide you with a document stating the method used to clean the area, the product that was used, and the kill time was followed per the product instructions.

HBM is currently doing safety checks daily with all staff at every location. This includes a wellness check questionnaire and temperature check at the beginning of every shift. We also started our contact tracing protocol internally with a Standard Operating Procedure (SOP) and questionnaire for our employees. This information has been communicated with all managers and on-site supervisors to help reduce the spread of COVID-19.

COVID-19 Definition of the Week

Close Contact for COVID-19 (per the CDC)

For COVID-19, a close contact is defined as any individual who was within 6 feet of an infected person for at least 15 minutes starting from 2 days before illness onset (or, for asymptomatic patients, 2 days prior to positive specimen collection) until the time the patient is isolated.

HBM's COVID-19 Close Contact

Guidelines followed by HBM for close contact (CDC and Hawaii State department of Health), we use the more stringent of the two:

- Living in the same household as a sick person with COVID-19
- Caring for a sick person with COVID-19
- Being within 6 feet of a sick person with COVID-19 for 10 minutes or more
- Being in direct contact with secretions from a sick person with COVID-19
- Direct physical contact with the person with COVID-19 (hugged or kissed them)
- Shared eating or drinking utensils
- They sneezed, coughed, or somehow got respiratory droplets on you

Steps to be followed if employee is in close contact with a person with COVID-19:

- Quarantine for 14 days
- Get COVID-19 testing done, if results are negative, a second test may be needed at or after the 10th day to return to work
- If results come back positive, HBM Contact Tracing protocol then goes into place

HBM Levels of Priority COVID-19 Diagnosis

Level 1

- Employee tested negative, has no symptoms, and was not in close contact with a confirmed case
 - Continue to monitor closely and stay home if any symptoms do show up

Level 2

- Employee voluntarily requests test, has not been in close contact with a positive case, or showing any symptoms
 - Continue to monitor closely and stay home if any symptoms do show up

- Household member or employee's close contact may have been exposed and is awaiting COVID-19 test results
- Communication to Management and Safety Team

Level 3

- Household member or employee's close contact is tested positive or is awaiting results of a COVID-19 test, and feeling symptoms
 - Employee is in self quarantine for 14 days, and has to be tested. Employee may need a second test on or after the 10th day to return to work
- Sanitizing measures may be put in place, where the HBM employee works
- Communication to Management and Safety Team

Level 4

- Employee is awaiting results of a COVID-19 test
 - Employee is in self quarantine for 14 days, and has to be tested. Employee may need a second test on or after the 10th day to return to work
- Manager starts gathering information for Contact Tracing form, in case employees test comes back positive
- Sanitizing measures may be put in place, where the HBM employee works
- Communication to Management and Safety Team

Level 5

- Employee tested positive for COVID-19
 - Employee is restricted from working and is in isolation until given DOH clearance. After DOH clearance, employee still needs to be cleared by HBM before returning to work
- Manager gathers information for Contact Tracing form and it is turned in within 4-8 business hours from positive test result
- Sanitation will be done by HBM or another company, and must have a list of areas sanitized and name of the product used
- Communication to Management, Safety Team, and Executive Team

HBM's Plan as State Reopens Businesses

As an essential business, HBM has been actively working to prepare for the safe return of businesses to reopen. We continually communicate with property managers and our employees on our policies, procedures and best practices in response to the COVID-19 pandemic. We have enhanced our cleaning & safety measures while also increasing our inventory of cleaning products, supplies and personal protective equipment (PPE). HBM will remain vigilant in keeping up with CDC, WHO and EPA guidelines and standards so that we may continue to service our customers safely and efficiently. Processes and procedures have been put into place, as explained in more detail in this memo. Should you require more detailed information please feel free to contact us.

HBM COVID-19 Executive Team

We currently have our Manager of Safety and Procurement, Jason Kohl, as the point person for all COVID-19-related news and updates. Jason is actively researching approved chemicals by the EPA and supply chains for chemicals and PPE. Our executive team, Jarrett Walters (President/COO), Paige Onishi (Executive Director of Operations and Customer Service), and Dawn Eyman (Director of HR and Safety), communicate daily regarding COVID-19 updates, policies, and procedures. We also have a weekly conference call with all of HBM's managers and supervisors.

Our executive team reviews all cases and questions immediately to provide quick and timely communication with our customers and employees. This includes having to come up with policies and responses on a case-by-case basis.

HBM Best Practices

Employees are not allowed to work if they:

- Display any cold or flu-like symptoms (to include fever/chills, cough, sore throat, respiratory illness, difficulty breathing/shortness of breath).
- Have been in close contact with a suspected or confirmed COVID-19 case for a prolonged period of time (caring for, living with, visiting or sharing an office/area or room with a positive COVID-19 case; or coming into direct contact with infectious secretions of a suspected or confirmed COVID-19 case).
- Or a household member returned from travel (domestic, including neighbor islands, or international) within the last 14 days.

Field Training

All of our employees receive regular training on safety data sheets (SDS), chemicals, hazardous communication, and personal protective equipment (PPE). During this time, additional refresher training sessions have taken place on each site as we have increased our sanitation duties.

We work closely with employees to ensure proper use of PPE and adhere to chemical instructions, as well as, maintain safety guidelines while staff are on the front line to prevent the spread of this virus.

Employee Benefits

HBM has communicated to our employees that they may use any available paid time off to cover COVID-19-related lost work hours. We have also provided them with unemployment and temporary disability insurance information should those apply. If there are lost hours at a site, we prioritize these staff to place at other sites (that have increased or maintained service hours) so that our employees are still able to work. We are currently not terminating any employees at this time should they have a reduction in hours due to the COVID-19 situation. We are also not eliminating any benefits, including medical insurance, during this time.

HBM Policy on a confirmed case of Coronavirus at a managed property

1. **DO NOT ENTER** the location. Call your direct supervisor immediately and report the incident. The supervisor will notify and escalate to HBM executive management.
2. An HBM executive manager will contact the property manager about our policy.
3. It is the property manager's responsibility to notify or contact the following:
 - a. The Hawaii Department of Health, Disease Outbreak Control Division at **(808) 586-4586**
 - b. Feel free to also contact us directly:
 - i. **Safety Manager, Jason Kohl at (808) 282-2002, jason.kohl@hbmhawaii.com**
 - ii. **Executive Director of Operations and Customer Service, Paige Onishi at (808) 465-0609, paige.onishi@hbmhawaii.com**
4. HBM employees will not be permitted to enter the location until the company doing the clean-up provides the HBM executive team with documentation stating the method(s) used to clean the area and product(s) used to sanitize the affected area(s).
5. If any HBM employee(s) is exposed to COVID-19 or is showing symptoms, they will be placed on a 14-day quarantine (minimum), along with all other HBM employees that had been in contact with that employee.

Other Resources

- a. **The Aloha United Way:**
 - i. Call 2-1-1 from any location in the state daily 7a.m. – 10p.m.
 - ii. Text 877-275-6569
 - iii. Email info211@auw.org
 - iv. Visit health.hawaii.gov/covid19 or coronavirus.gov
- b. **The City and County of Honolulu:**
 - i. Call (808) 768-2489
 - ii. Email covidresponse@honolulu.gov
 - iii. Visit oneoahu.org
- c. **The Queen's Health Systems Info Line:**
 - i. Call (808) 691-2619

HBM Preventative Policy

HBM continues to perform industry approved cleaning practices to address preventative concerns of COVID-19. Our current cleaning methods adhere to best practices with the intent of applying a disinfectant cleaning agent throughout properties in common areas, and within tenant spaces, as applicable. Antimicrobial products can also be used, upon request and billed back, on "high touch common areas":

- Restroom doors (interior and exterior)
- All restroom equipment (soap and paper towel dispensers, feminine dispensers, toilet and urinal wall partitions, and all partition hardware)

- Sinks
- Counters
- Toilets and toilet handles

The antimicrobial product may reduce the likelihood of infection but does not guarantee the elimination or spread of the virus. Please contact us for more information or to purchase the antimicrobial product for your property. Note: antimicrobial products may include chemicals that may damage or affect surface areas. HBM will not be liable for damaged surfaces.

HBM is currently working with local and mainland companies to purchase PPE and antimicrobial/virucides to protect our employees and customers against COVID-19. Bulk orders have been placed with mainland distributors to maintain adequate inventory as well as large quantities including 55-gallon drums of antimicrobial/virucide to supply all sites on Oahu, Maui, and Kauai locations.

We consistently remind staff to be diligent about continuing our high level of cleaning standards when it comes to wiping down "high touch" point areas. We're also mindful of maintaining sufficient stock of paper towels, soap and toilet paper.

Prevention per the CDC

There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19). The best way to prevent illness is to avoid being exposed to this virus. Per the CDC guidelines, everyday preventive actions should be followed:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- 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 using a regular household cleaning spray or wipe.
- Follow CDC's recommendations for using a facemask:
 - CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
 - Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial
 - for [health workers](#) and [people who are taking care of someone in close settings](#) (at home or in a health care facility).
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
 - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

Steps to get tested for COVID-19 in Hawaii per the DOH:

- First, contact your healthcare provider in advance to determine if you need to have an in-person visit with your provider.
- Your provider will determine over the phone whether you meet the criteria for COVID-19 testing.
- If your provider directs you to come in for a screening, bring a photo ID and insurance card.
- Your provider will take a swab for testing.
- The specimen will be sent to a private or state lab for the results. During this time, you are expected to self-quarantine at home until the test results are available, which could be up to 3 to 4 days.
- If you are healthy or experiencing mild to moderate flu-like symptoms, DOH urges you to stay at home and avoid an unnecessary visit to a screening site. The screening sites are only for those who are severely ill with COVID-19 symptoms.

Definitions:

Confirmed: Meets CDC criteria and positive test result received from a certified laboratory such as the DOH State Laboratories Division.

*The CDC has advised states that respiratory samples positive for SARS-CoV2 in a state and public-health laboratory will be considered "positive" with no need for further testing.

Presumptive Positive: Positive test results from a private laboratory requiring confirmation by a state public health laboratory.

Persons Under Investigation (PUI): Meets CDC criteria for investigation and testing pending.

Monitoring: Individuals voluntarily remain at home and refrain from work, school, gathering places, and public transit. They communicate daily with Department of Health staff.

Resources:

<https://health.hawaii.gov/docd/advisories/novel-coronavirus-2019/>

https://www.cdc.gov/niosh/emres/2019_ncov.html

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Handwashing and health care, see [CDC's Handwashing](#) [CDC's Hand Hygiene in Healthcare Settings](#)

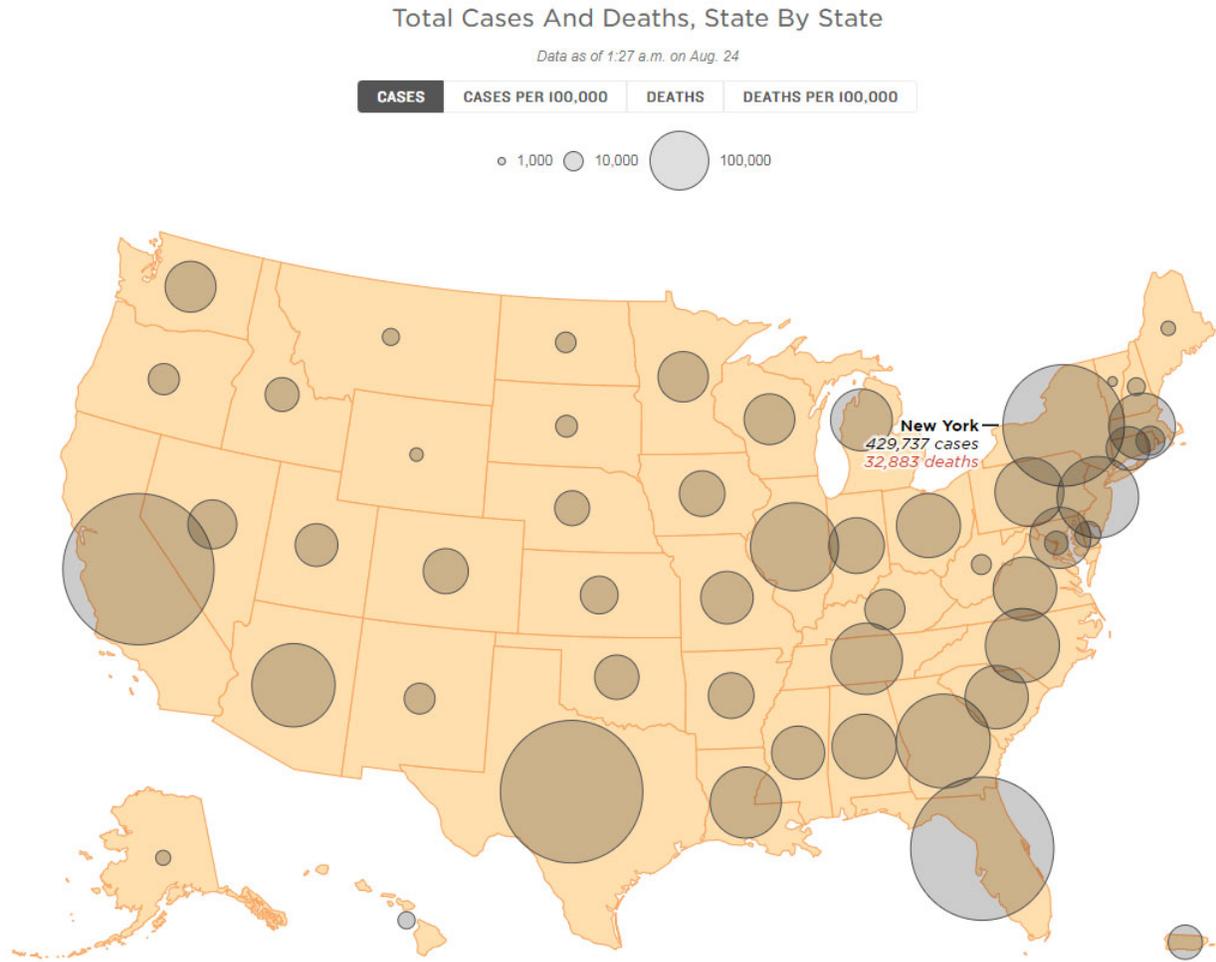
[National Center for Immunization and Respiratory Diseases \(NCIRD\), Division of Viral Diseases](#)

[State of Hawaii Department of Health COVID-19 Daily Update](#)

OSHA:http://d31hzhk6di2h5.cloudfront.net/20200417/88/4d/b3/3a/ffba5da119e0bba25586102a/osha_and_coronavirus.pdf

Map: Tracking the Spread of the Coronavirus in the United States:
Updated on August 24th, 2020 at 1:27 a.m. ET

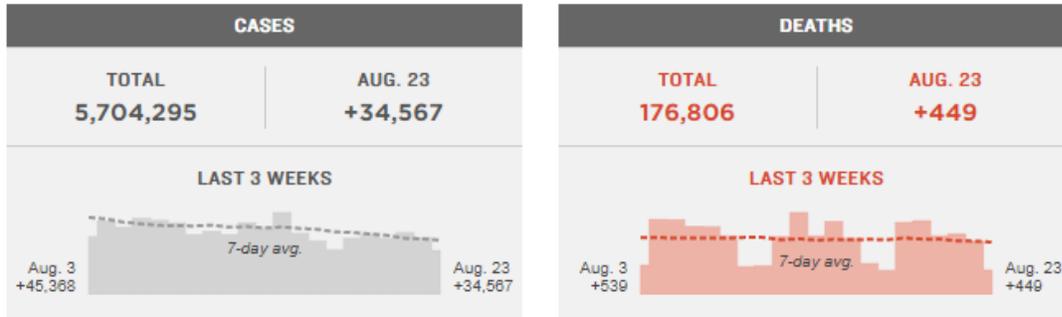
<https://www.npr.org/sections/health-shots/2020/03/16/816707182/map-tracking-the-spread-of-the-coronavirus-in-the-u-s>



Source: Center for Systems Science and Engineering at Johns Hopkins University

COVID-19 In The United States

Data as of 7:27 a.m. ET, Aug. 24

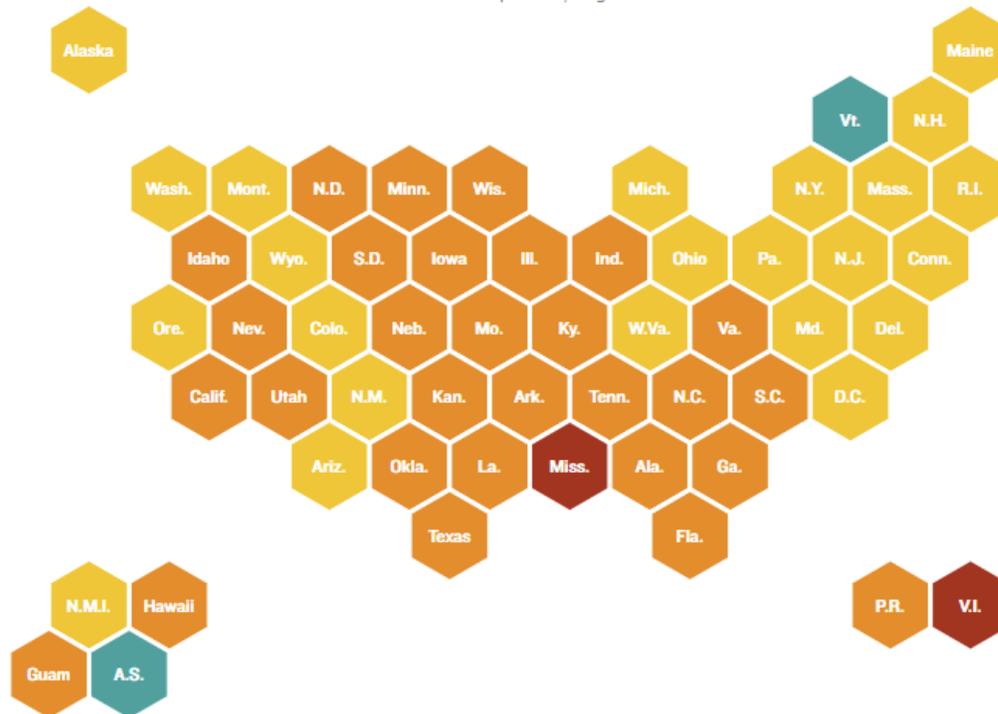


■ Indicates a day when data is irregular

Source: Center for Systems Science and Engineering at Johns Hopkins University

Which Places Have The Most New Daily Cases?

Data as of 11:59 p.m. ET, August 23



RED	ORANGE	YELLOW	GREEN
<p>Threshold: 25+ daily new cases per 100,000 people</p> <p>Indicates: unchecked community spread</p>	<p>Threshold: 10-24 daily new cases per 100,000 people</p> <p>Indicates: escalating community spread</p>	<p>Threshold: 1-9 daily new cases per 100,000 people</p> <p>Indicates: potential community spread</p>	<p>Threshold: <1 daily new case per 100,000 people</p> <p>Indicates: close to containment</p>

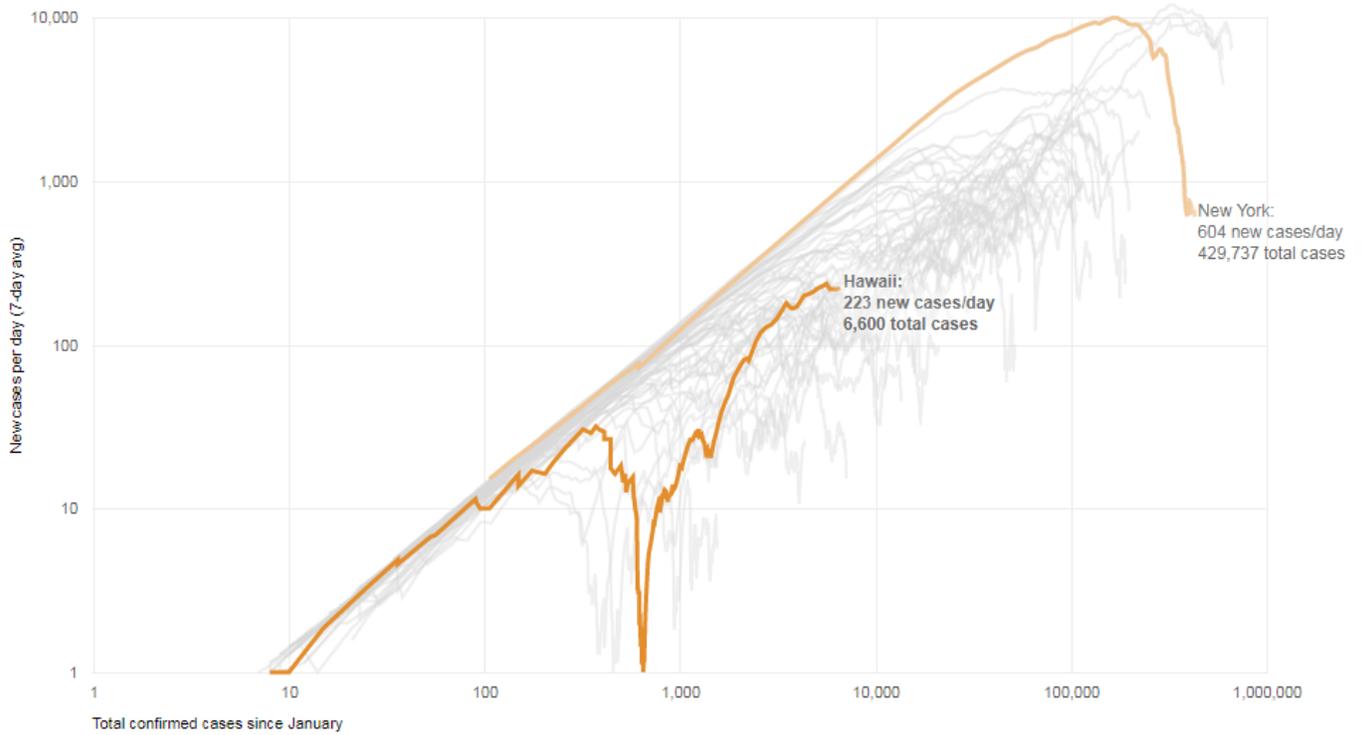
Are New Cases And Deaths Still Growing In Your State?

Data as of 11:59 p.m. ET, August 23

NEW DAILY CASES

NEW DAILY DEATHS

Hawaii



Notes

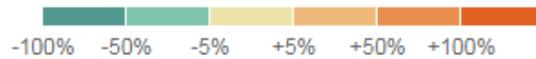
This chart uses a logarithmic scale, which is meant to emphasize rate of change and allows for the display of a wide range of numbers. Every axis line is 10 times greater than the previous one. The x-axis uses total confirmed cases or deaths on a logarithmic scale rather than date to underscore the overall size of a state's outbreak relative to its daily growth.

Source: [Center for Systems Science and Engineering at Johns Hopkins University](#)

Total Cases And Weekly Trends, By State And Territory

Totals as of 1:27 a.m. on Aug. 24. Daily averages as of 11:59 p.m. ET, August 23.

PERCENT CHANGE VS. PREVIOUS WEEK



STATE	AVG. NEW CASES/DAY				TOTALS SINCE JANUARY	
	3 weeks ago	2 weeks ago	Last week	This week	CASES	DEATHS
United States	62,036	53,813	51,193	42,638	5,704,295	176,806
California	8,555	6,796	9,161	6,487	670,254	12,155
Florida	9,040	6,525	5,801	3,879	600,571	10,325
Texas	7,723	7,883	7,438	5,540	594,173	11,699
New York	652	652	664	604	429,737	32,883
Georgia	3,603	3,346	2,919	2,417	253,949	5,132
Illinois	1,509	1,737	1,719	2,026	221,594	8,089
Arizona	2,350	1,208	945	652	198,103	4,771
New Jersey	427	346	383	291	189,494	15,946
North Carolina	1,770	1,574	1,229	1,452	155,113	2,531
Tennessee	2,242	1,869	1,571	1,461	143,937	1,567
Louisiana	1,739	1,665	931	718	142,943	4,746
Pennsylvania	898	754	823	658	133,679	7,557
Massachusetts	403	369	365	252	125,360	8,921
Alabama	1,736	1,413	1,014	947	115,992	2,017
Ohio	1,280	1,117	1,063	931	114,802	3,978
Virginia	1,031	1,186	943	896	112,960	2,467
South Carolina	1,513	1,235	866	784	111,988	2,504
Michigan	728	710	790	650	106,808	6,659
Maryland	932	747	673	556	104,102	3,691
Indiana	784	924	870	788	85,932	3,220
Mississippi	1,200	946	709	823	77,894	2,240
Missouri	1,432	1,028	1,259	1,084	75,783	1,453
Washington	791	700	627	507	71,012	1,863
Wisconsin	871	804	741	674	70,462	1,081
Minnesota	685	707	608	633	69,584	1,813
Nevada	1,052	861	725	614	65,601	1,197
Arkansas	741	796	469	558	56,574	687
Iowa	481	457	504	571	56,446	1,037
Colorado	484	419	359	281	55,123	1,918
Oklahoma	991	763	682	689	53,165	726
Connecticut	148	73	82	89	51,519	4,460
Utah	457	422	361	352	49,115	385

Kentucky	586	542	564	591	43,066	872
Kansas	369	399	460	539	37,658	426
Nebraska	298	247	277	217	31,889	378
Puerto Rico	467	530	555	556	30,618	390
Idaho	419	509	426	313	29,845	307
Oregon	334	311	284	239	24,937	417
New Mexico	282	186	156	141	24,396	745
Rhode Island	114	102	85	98	21,022	1,030
Delaware	94	89	125	63	16,895	600
District of Columbia	71	68	67	45	13,534	604
South Dakota	80	93	96	143	11,276	161
North Dakota	112	134	142	184	9,876	136
West Virginia	138	120	125	101	9,273	179
New Hampshire	28	29	22	17	7,107	429
Hawaii	80	179	221	223	6,600	47
Montana	122	108	114	97	6,429	90
Alaska	108	62	78	69	4,741	32
Maine	21	12	18	24	4,336	131
Wyoming	48	35	34	42	3,578	37
Vermont	4	5	8	6	1,557	58
Virgin Islands	10	15	30	27	932	10
Guam	4	7	12	38	907	7
Northern Marianas	1	0	0	1	54	2
American Samoa	0	0	0	0	0	0

Source: *Center for Systems Science and Engineering at Johns Hopkins University*