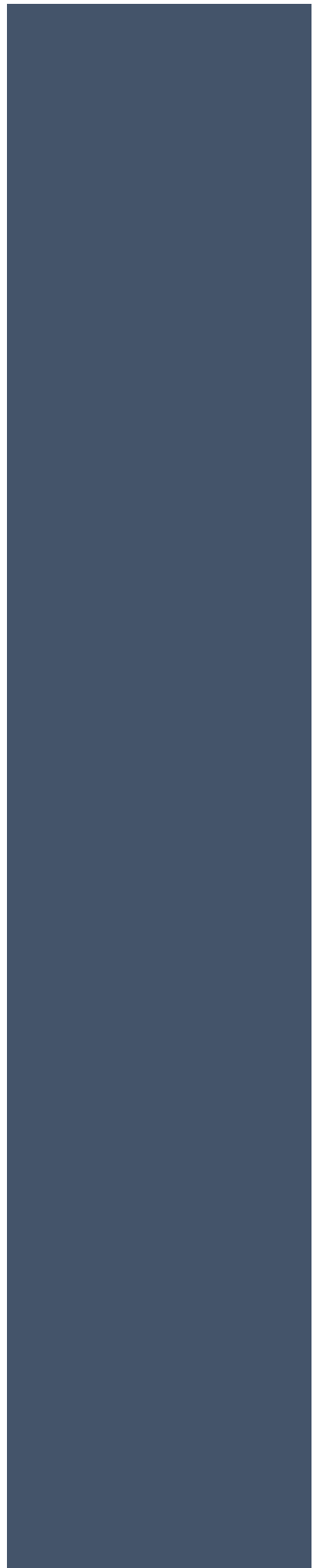




**JOB OPTIONS, INC.
UMBRELLA PANDEMIC PLAN
MARCH 2020**



JOB OPTIONS

Umbrella Pandemic Response Plan

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PANDEMIC RESPONSE PLAN

PREFACE

This Pandemic Plan has been constructed and updated in accordance with the following:

- The Centers for Disease Control web page on COVID-19:
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- CDC's Interim Guidance for Businesses and Employers as of February 2020:
https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fguidance-business-response.html
- The Federal Occupational Safety and Health Administration (OSHA) web page on COVID-19: <https://www.osha.gov/SLTC/covid-19/>
- The OSHA Quick Card for Protecting Yourself in the Workplace During a Pandemic:
<https://www.osha.gov/Publications/protect-yourself-pandemic.pdf>
- The OSHA Fact Sheet for What Employers Can Do:
<https://www.osha.gov/Publications/employers-protect-workers-flu-factsheet.pdf>
- The World Health Organization web page on COVID-19:
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- The National Institutes for Health web page on COVID-19:
<https://www.nih.gov/health-information/coronavirus>
- See California Department of Public Health:
<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>

Introduction/Purpose

Job Options, Inc. (JOI) is dedicated to the protection of its customers, their facilities, employees, and resources. Part of the commitment requires ensuring that JOI is able to continue its critical business processes during pandemic, and safely resume normal operations as quickly as possible after the pandemic subsides.

Copies of this written plan may be obtained from our CEO, Jeffrey Johnson.

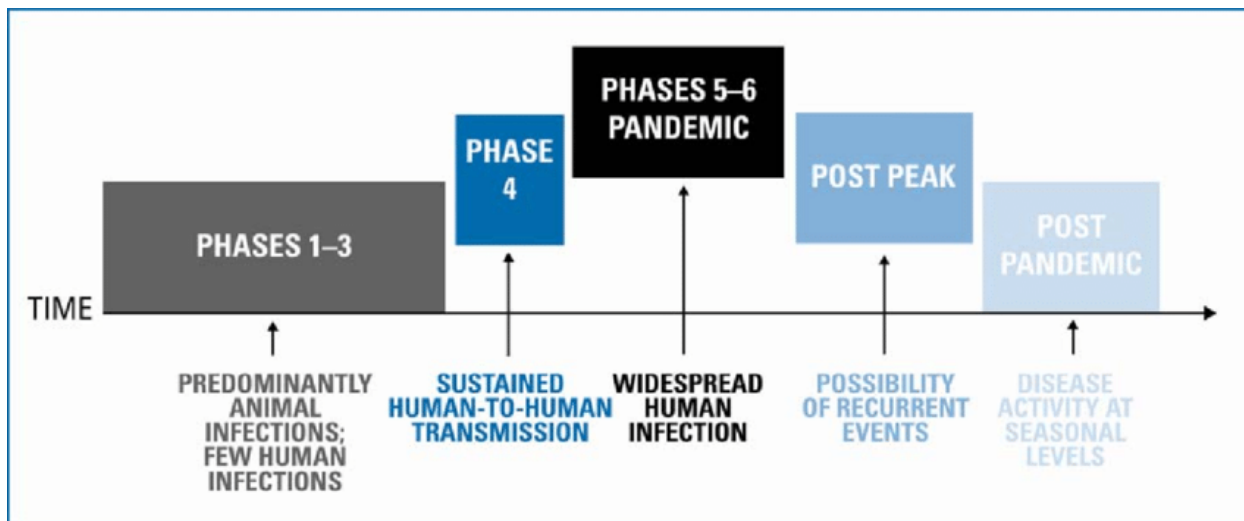
This plan is the Umbrella Corporate Pandemic Plan for JOI under which site-specific pandemic plans that are updated for the effect of the COVID-19 virus and pandemic have been developed.

Assumptions

The Center for Disease Control (CDC) studies indicate that pandemics rise sharply and fall in waves. Each wave lasts 6-8 weeks (greater severity in winter months). We can expect that there will be 2-3 "waves" of varying severity that are likely to be separated by weeks or months of diminished activity.

Clear, accurate, timely communication among responding state, local, federal agencies is essential during the pandemic. Job Options, Inc. will follow all healthcare directives given by the controlling agency during a pandemic.

The World Health Organization (WHO) has developed a global influenza preparedness plan which defines the stages of a pandemic. It also outlines the role of WHO, and makes recommendations for national measures before and during a pandemic. The phases are:



WHO 11.14

This plan addresses our response to phases 4 through 6.

Corporate and Administrative Responsibilities

Before, during, and after a pandemic, the following people will have the roles and responsibilities listed below:

- Safety Committee - is responsible for establishing and implementing this plan.
- The CEO and Management Team - has full authority to make necessary decisions to ensure the success of this plan.
- Department Heads and Divisional Managers - acting person in charge for plan activation and any deviation from plan objectives.
- Site Management - supporting staff for emergency services within a given location serviced by JOI.

Critical Business Processes

The following business processes have been identified as critical to operating effectively during a pandemic and are the focus of this plan:

- Operations
- Account Management

- Accounting (receivable/payable)
- Purchasing Department
- Human Resources
- Safety and Risk Management
- As most JOI operations provide essential services, such as hospital environmental services, food service, commissary shelf stocking and inventory management, facility cleaning, etc., most JOI employees will be required to work during any pandemic.

Communication

JOI must have an effective way to inform employees of the status of the pandemic. Also, employees must have an effective way to communicate changes in absenteeism rates and health status to management. Likewise, communication with property management and tenants about the current capabilities, plans, and delays will help to reduce unnecessary tensions and fears.

One of the most important things JOI can do is to support staff in both adopting good personal hygiene regarding hand washing, coughing etiquette, social distancing whenever possible, etc., while requiring those employees who are sick to remain at home until fully recovered.

JOI will hold informational meetings regarding the etiology, symptoms, transmission and potential reporting during the outbreak. If a vaccine exists, JOI will encourage staff to be vaccinated against seasonal flu and the virus in question (such as COVID-19) while keeping records of those who participate. JOI will not only discourage staff travel to known places of infection and encourage disclosure for those staff that may have a risk of infection due to travel to possibly affected areas. During stages 4-6 of the pandemic, all non-essential travel will be prohibited. Employees must also be apprised of additions/deletions to company policy or procedure regarding the virus strain. This will be accomplished with available information via web sites, hotlines, and direct mailings.

In the event of an outbreak of symptoms, infected staff should be able to report to an on-site health coordinator with a "medical quarantine room" accessible. Procedures for the care and transport of the patient to the nearest emergency room or to a general physician must be established with a plan in force to address the prevention of further transmission. Informing vendors, suppliers and customers that there may be a risk of infection, as well as the formal procedure of reporting to area hospitals, state public agencies and emergency responders is also warranted.

Announcements

JOI's CEO will officially declare the dates on which the pandemic response plan begins and ends. Employees will be notified of these dates by internal announcements via management and supervision.

Plan Evaluation

Evaluating the plan will ensure its effectiveness and prevent or eliminate any problems. Plan evaluation involves the following:

- The Safety Committee will evaluate the plan's effectiveness and revise it as necessary.
- Review of the plan with all appropriate outside parties.
- Ensure the plan is communicated to the appropriate employees.

Recordkeeping

JOI will maintain the following:

- An updated list of employees who have taken sick leave, as well as a record of personnel who have had contact with infected people.
- Management will maintain a current emergency contact list for all employees, so in the event symptoms arise, family will be notified immediately.
- Lists of all employees (ensuring that everyone is accounted for in the event of infection), vendors, customers and suppliers must be available for immediate notification of exposure.
- A working list of area hospitals, treatment centers/clinics that are to be utilized by staff and applicable local, state and federal health agencies, and emergency responders will be posted at all sites during a pandemic.

Post-Pandemic Measures

Once it appears that a wave of pandemic has passed, operations will return to "normal" in accordance with the following stages:

- All over announcement by JOI's CEO
- Return to full duty/ shift work

It is important to note that the pandemic may be predicted to occur in waves over as much as a two-year period. Each wave may offer a higher level of exposure than the first. Therefore, JOI and its employees cannot afford to drop their guard once the first wave passes. After each wave, the Safety Committee will evaluate the pandemic plan's effectiveness and revise it as necessary.

BUSINESS ASSESSMENT

As pandemic approaches, JOI's CEO will assess the impact and determine JOI's needs and continuity strategies.

Pre-Pandemic Account Assessment

The probable impact on a given account will be determined by assessing activity and service requirements during the pandemic. To help determine staffing levels, constant

communication between the Project Managers at the site and JOI Senior Management will provide the most accurate assessment of the situation. Field operations will also provide supplemental information about closure intent.

Past pandemics provide some information about how our surrounding environment is likely to behave. Past pandemics have produced mass public and private school closures. Closures will occur in all communities during the wave, before many are sick. Many business and building closures will also occur. Travel will decrease as self-quarantine and social distancing measures take place.

Effect on Mission Critical Accounts

The business impact of a pandemic on JOI and our clients will be determined by the number of accounts that remain open and the percent of required services needed. Since the majority of JOI's businesses are at Federal sites that supply essential services during any pandemic and since JOI supplies mission critical support services to these sites, in all probability relatively few JOI sites will be shut down and JOI will be expected to continue to meet the Statement of Work provided on each contract. In addition, it is likely that many contracts, especially those for Hospital Environmental Services, will have additional services, such as the cleaning of quarantine areas, that will be requested.

The following scenarios are likely to result in a change in demand for our services during a pandemic:

- Hoarding of food and other staples because of mass panic
- Spread of the virus amongst military members in close quarters
- Industrial production disruptions

High Risk/Exposure Determination

The following is a list of all job classifications at JOI in which employees have occupational exposure beyond ordinary co-worker to co-worker transmission:

- Hospital Environmental Services personnel
- Janitorial personnel with occupational exposures to public areas
- Janitorial personnel with occupational exposures to a large number of customers
- Food Service workers with occupational exposure to a large number of customers
- Traveling executives that use mass transportation such as air and train travel.

GOAL AND OBJECTIVES

Based on JOI's business assessment, immediate goals and objectives for planning to contain and recover from a pandemic include:

Mitigating Absenteeism

During each six to eight week wave, we anticipate that up to 30% of our employees may be absent because of illness, fear, or to care for a sick family member.

Staffing contingency plans will be needed and will include plans for operating while providing services to only essential areas and discontinuing services to more non-critical areas.

Since its likely during a major pandemic that there will be a significant economic downturn with a major rise in unemployment, it's likely that there will be significant numbers of new job seekers that can be recruited. Therefore, HR efforts towards the recruitment of these individuals will be fortified and additional resources will be devoted. If the drop in our work force is severe, we will consider abandoning all disabled ratio considerations and recruit as many non-disabled as needed if enough disabled candidates are not readily available to fill open positions.

Employee absenteeism will impact operational performance and may require transferring employees from one account to another. A transportation plan must be in place at the time of the onset of the pandemic since public transportation may be limited or closed entirely. Prior to onset of the pandemic, each Division Manager will develop a Pandemic Plan for their area of responsibility to ensure employee safety, effectiveness and prioritization of the work.

Training

Information and training is at the heart of pandemic planning and containment. Our goal is to ensure employee comprehension and understanding of how they may be exposed to pandemic, what their responsibilities are, and what protective measures they can take. We must communicate the prescribed process for reporting sick leave and availability for work. In addition, supervisors will ensure that employee cross-training is provided to assure that our company has as much coverage for all critical business processes should high absenteeism occur.

Inventories, Supplies, and Services

Because supply chains may become disrupted in a pandemic, JOI will work with its vendors and customers to insure that the following inventories of critical items will be in supply throughout the stages of the pandemic:

- Mask/surgical or N95 mask
- Hand disinfectant/soap
- Cleaning chemicals/disinfectant
- Tissues
- Disposable gloves
- Disposable wipers

Once a pandemic outbreak occurs, JOI will rely on the business assessment and the critical supply and service lists to identify the supply and service needs. JOI has affirmed with its main suppliers that it has been deemed an essential account because of the nature of its services, and it will have access to its historical volume of supplies plus an additional 30%. In addition, within its hospital accounts, JOI has established a relationship with the hospitals that allow it to draw down of the hospitals' inventory of critical items—such as N95 masks—should JOI exhaust existing supplies. Once the supply and service need is identified, product will be shipped from the supplier's warehouse to a secure location at the account(s). Should supplies or services unexpectedly become depleted, employees are to notify their Division Manager immediately.

Technology

To meet the possible need to support employee telecommuting and remote customer access, JOI will enhance the communications and information technology infrastructures as follows:

- JOI's Information Technology Department has developed a link to a cloud-based website that allows selected employees to access their computer at work—including e-mail and all files—remotely on their computer at home. Any employee who can work from home and accomplish the majority of their duties will be encouraged to do so in order to implement social distancing practices.
- 24-hour answering service with announcement information for customers and employees.
- E-mail
- Telephone Call Lists

HYGIENE AND HOUSEKEEPING

The role of hygiene is key to reducing the spread of the pandemic. Because good hygiene and housekeeping practices may lower any potential risk of pandemic infection and prevent its spread, we require employees to take the following precautions before and during a pandemic outbreak and provide regular reminders to our employees.

Identification of High Risk Surfaces

Continuous disinfection of all places and surfaces that have a high risk:

- Doorknob
- Light switches
- Restrooms
- Faucets/sinks
- Toilets/urinals
- Paper towel dispensers
- Telephones
- Computer key boards

This is every employee's responsibility and should be done multiple times every day. Handshaking or hugging is not allowed during Phases 4-6.

Hand Washing

Hand washing, when done correctly, is the single most effective way to prevent the spread of communicable diseases. Good hand washing technique is easy to learn and can significantly reduce the spread of infectious diseases.

Proper Hand Washing

- Wet your hands with warm water and apply soap.
- Lather well.
- Rub your hands vigorously together for at least 20 seconds.
- Scrub all surfaces, including the backs of your hands, wrists, between your fingers and under your fingernails.
- Rinse well, being careful not to touch the faucet or sink.
- Dry your hands well with a disposable towel.
- Use a towel to turn off the faucet and open the door, if possible.

When To Wash

- Before and after using gloves for cleaning
- Before going home and just after arriving home
- Several times during the day
- After using or cleaning a restroom
- After changing a diaper
- After touching animals or animal waste
- Before and after preparing food
- Before eating
- After blowing your nose
- After coughing or sneezing into your hands
- Before and after touching a sick person
- After handling garbage
- Before inserting or removing contact lenses

Routine Cleaning

CDC (Center for Disease Control) has issued interim guidelines for cleaning crews conducting routine cleaning:

- There currently is no evidence to suggest that special vacuuming equipment or procedures are necessary.
- Cleaning personnel should wear non-sterile disposable gloves while cleaning potentially infected areas.
- Gloves should be removed and discarded if they become soiled or damaged and after cleaning activities are concluded.

- Hands should be washed with soap and water or an alcohol-based hand sanitizer immediately after gloves are removed.
- Frequently touched surfaces should be wiped down with an EPA-registered low or intermediate level chemical household germicide and allowed to air dry in accordance with manufacturer's instructions.
- Special cleaning of upholstery, carpets, or storage compartments is not indicated.
- Routine post-cleaning of all identified areas should incorporate appropriate hand hygiene to minimize risks of disease transmission.

Cleaning of Quarantine Areas During Pandemic

- JOI will develop specific procedures for the cleaning of quarantine areas and provide training to all employees who provide cleaning services to those areas.

Safety and Occupational Health for Cleaning Staff

Managers should be aware of the virus' symptoms, and will direct cleaning personnel to report to their manager immediately if they develop such symptoms after cleaning an area where infection has been identified. Such employees will be required to submit to a test for the virus as soon as can be arranged and to self-quarantine until symptoms abate.

As with other infectious illnesses, one of the most important and appropriate preventive practices is careful and frequent hand hygiene. Cleaning hands often using either soap and water or waterless alcohol-based hand sanitizers removes potentially infectious materials from skin and helps prevent disease transmission.

The routine use of personal protective equipment (PPE) such as respirators or surgical masks for protection against pandemic exposure is currently not recommended in the general workplace. These items are intended for healthcare settings and currently or previously contaminated areas.

Customer Product Offering

To help our customers protect themselves, JOI will offer the following products and service:

- Hand sanitizers
- Disinfectant wipes / disinfectant
- Anti-microbial hand soap
- Sanitizing service to disinfect contact surfaces

Additional expenses related to the execution of nightly / routine services may be encountered during a pandemic. Unfortunately, such costs will need to be passed on the customer. Reasons for increases may include:

- Price increases for essential supplies, such as gloves, disinfectants, etc.
- Possible increases in labor related costs, such as overtime to cover for absenteeism

Personal Protective Equipment (PPE)

JOI is responsible to provide employees all personal protective equipment (PPE) necessary to safely perform their jobs. This plan will determine when to provide and require the use of the following PPE:

The Safety Committee will choose PPE based on existing exposure levels to pandemic and product availability during a pandemic.

All PPE will be cleaned, laundered, and disposed of by the Company at no cost to employees. The manufacturer's instructions and recommendations will determine what procedures and intervals will be necessary for cleaning, disinfecting, inspecting, disposing of, and repairing protective equipment.

Gloves

Because good work practices may lower any potential risk of pandemic infection and prevent its spread, we encourage employees who are working in a pandemic to utilize latex or surgical latex-free gloves for protection while working.

- Cleaning personnel should wear non-sterile disposable gloves while cleaning potentially infected areas during a pandemic.
- Gloves should be removed and discarded if they become soiled or damaged and after cleaning activities are concluded.

Mask

Because good hygiene practices may lower any potential risk of infection and prevent its spread, employees involved in some cleaning activities during a current pandemic will be required to utilize a mask for protection while working as determined by the Safety Committee.

Hand Sanitizer

Because good hygiene practices may lower the potential risk of infection and prevent its spread, JOI encourages employees to wash and disinfectant their hands with an alcohol-based hand sanitizer and will provide products and training in their proper methods of use.

Alcohol-based hand sanitizers are hand disinfectants that are available as rubs, gels or rinses, and that contain more than 60 percent alcohol. These products are widely used in healthcare settings after washing hands, or in situations when water is not available, to get rid of a range of germs that cause illness.

Hand washing is still the first and most important step for cleaning hands, especially if they are visibly soiled. Hand washing with soap and water pulls the dirt and germs free from the skin and washes them away.

Hand sanitizers are to be used as a supplement to regular, effective hand washing, when water is not readily available, and when hands are not visibly soiled. Applying alcohol-based sanitizers kills germs, but only when there is no visible dirt.

Cleaning and Disinfection Chemicals

Because good housekeeping practices may lower any potential risk of infection and prevent its spread, we encourage employees to disinfect while cleaning. JOI will provide products and training on the proper methods of use.

Disinfectants

There are disinfectant products that are currently registered by the U.S. Environmental Protection Agency (EPA) specifically for the inactivation of the newly identified virus associated with a pandemic. Consult the efficacy data provided by manufacturers or the EPA website.

Training

JOI will provide training to employees in vaccination safety, benefits, efficacy, methods of administration, and availability of vaccinations. JOI encourages vaccinations if available.

Vaccination (*if applicable*)

In the case of a new virus, a vaccine may not be available. Even if a vaccine is produced, supply may be limited because of the manufacturing locations, time constraints of the vaccinations, and its distributing methods.

The HHS Vaccine Priority Groups are established as follows:

- Military
- Vaccine manufacturers
- Healthcare workers with direct patient care
- Persons at highest risk for complications
- General population

Antiviral Medication (*if applicable*)

JOI encourages the use of antiviral drugs *if available*. If the virus is new, antiviral drugs may have uncertain effectiveness. Even if the virus is known, we can expect public hoarding as manufacturing locations and distributing methods of the antiviral drugs are expected to be in very limited supply.

All nationally recognized antiviral drugs are equally efficacious against susceptible viruses. They will decrease the duration and symptoms of uncomplicated influenza by 1-2 days. The drugs will also decrease viral shedding. Early treatment with

neuraminidase inhibitors may reduce complications. These drugs may reduce hospitalizations by 50% in pooled trials data.

SOCIAL DISTANCING

Social distancing is taking measures to keep employees away from other people, including other employees, customers, and the public, in order to prevent exposure. One or more of the social distancing measures listed below will be used to limit virus transfer.

Shift Change

It may be wise to have employees work later in the evening to increase social distancing in transit and while cleaning.

Isolation

Strict isolation of sick and official quarantine will be determined by the local health officials. History shows viruses often move too quickly to contain.

Stay Home When Sick

During the time of an expected pandemic, permissive sick leave policies will be implemented to encourage workers not to attempt to come to work when showing viral symptoms. Those workers observed with possible symptoms will be isolated and removed from the workplace as soon as possible. Policy implementation and the degree of enforcement depend upon the severity of the pandemic and effectiveness of the local containment measures. JOI will adopt liberal sick pay policies that do not require a doctor's note for those claiming illness and enhanced sick pay benefits for those who do work and are infected with the virus. The degree of additional sick time provided is determined by the severity of the outbreak and the extent to which laws providing additional sick time are passed.

Home Office

During the time of an expected pandemic those employees who are able to perform a substantial portion of their duties from home will be allowed to office from home or other shelters that allow them to conduct business from a remote site. Policy implementation and the degree of enforcement depend upon the severity of the pandemic and effectiveness of the local containment measures.

Air and Mass Transit Use

During the time of an expected pandemic all forms of mass transportation should be curtailed to emergency only situations. Policy implementation and the degree of enforcement depend upon the severity of the pandemic and effectiveness of the local area containment measures.

Lunch and Other Breaks

Tables for use in Employee Break Rooms will be either distanced from one another or completely taken down and measures will be taken (such as an increased number of lunch shifts) to keep mass numbers of employees from congregating for lunch or breaks.

Medical Surveillance

JOI will relay information found in community news releases on the company web site. Information will be gathered and displayed for medical advice and reporting information for all infected areas.

A working list of area hospitals, treatment centers/clinics, local, state and federal health agencies, and/or emergency responders should be posted in the office.

Sick Leave and Time Off

During a declared pandemic containment period, employees will be eligible for:

- Sick time
- Use of paid time off
- Sick time to care for an immediate family member.

Family and Medical Leave Act

Under the Federal Family and Medical Leave Act (FMLA), employers who have more than 50 employees are required to provide up to 12 weeks of unpaid leave to a qualified employee who has a "serious health condition". An employee is also eligible under the FMLA in the event of a "serious health condition" affecting his/her spouse, child, or parent(s). Employees may be entitled to additional leave under state law, collective bargaining agreements, handbooks or existing policies. Note that individual states have FMLA may provide additional and/or different coverages.

Stress Management

Fear, stress, frustration, anxiety, and loss are to be expected during a pandemic outbreak. Rumors and misinformation may abound. This may cause increased absenteeism, distress, and lowered productivity. For these reasons, JOI will ensure the following measures are taken in hopes that stress will be reduced and/or eliminated:

- JOI will designate one person in HR who will be a contact person that all employees can reach out to;
- JOI will regularly produce paycheck stuffers and site postings that provide helpful information regarding the pandemic and refute the rumors and misinformation that abound.