



COVID-19 Emergency Response Plan

The Centers for Disease Control and Prevention, (the “CDC”) indicates that COVID-19 is a new and contagious respiratory disease caused by a novel (new) coronavirus that was first detected in China and which has now been detected in more than 100 locations around the world, including in the United States. As reported by the World Health Organization (“WHO”), the world has experienced a deep humanitarian crisis with more than 164,000 cases and more than 6,000 deaths due to COVID-19. COVID-19 is officially a global pandemic according to the WHO.

On March 13, 2020, President Donald Trump has declared a national emergency for the United States of America in response to COVID-19; and on March 14, 2020, Governor Brian Kemp declared a public health Emergency due to COVID-19.

On March 16, 2020, the Mayor and Commission of the Unified Government of Athens-Clarke County, Georgia adopted an Ordinance for the Declaration of Local State of Emergency related to COVID-19.

On March 19, 2020, the Mayor and Commission of the Unified Government of Athens-Clarke County, Georgia adopted a second Ordinance for the Declaration of Local State of Emergency related to COVID-19;

Therefore, on March 20, 2020, the officers of Barrett’s Towing, Inc put into place a COVID-19 Emergency Response Plan following the CDC, federal, state, and local guidelines for

- a. social distancing in regards to employee, customer, and public interactions,
- b. the cleaning and disinfection of facilities and equipment, and
- c. plans of action for employees exposed to COVID-19 and/or symptomatic employees.

The guidelines laid out in the COVID-10 Emergency Response Plan are subject to change at any time in accordance with health concerns or changes in federal, state, and local law. Guidelines laid out herein do not supersede any federal, state, or local law and/or ordinance.

ARTICLE 1: SOCIAL DISTANCING

Following guidelines recommended by the CDC and local ordinance, an emphasis has been placed on social distancing. Social distancing is deliberately increasing the physical space between people to avoid spreading illness.

Social distancing primarily involves staying at least six feet from others and not congregating in groups of more than ten people.

Social distancing can be accomplished by our employees in the following ways:

a) Limiting interaction with fellow employees.

- i. Limiting the interaction with fellow employees will minimize the amount of isolation and quarantine required if an employee is positive for COVID-19 and the impact thereof.
- ii. Employees are asked not to congregate amongst each other. Stay a safe distance from one another and consider sheltering in place in the area of your tow destination or at home if feasible.
- iii. Limit interaction with office personnel, dispatchers, and administrative personnel. We ask all towing operators and service techs to not enter the administrative and dispatch area of the office, limiting interactions to our front lobby. Only then should those employees be inside the facility long enough to turn in any documents or retrieve documents necessary for their duties. Employees are asked not to enter the lobby if customers are inside the lobby at the time to limit their interaction with the public.
- iv. All dispatchers should make it a practice of remaining inside their assigned dispatch station unless to assist a customer at our lobby window or momentarily to conduct necessary tasks. All dispatch stations in our facility are approximately six feet from one another, within the ordinance requirements of Athens-Clarke County's emergency declaration.

b) Limiting interaction with customers

Customer interaction is a necessity to our business. However, safe practices can ensure employees stay healthy and safe from exposure.

- i. All employees should regularly use disinfectant and gloves when practical.
- ii. Face masks will be required when directly interacting with customers and the general public.
- iii. Customers will be asked to find alternate transportation during a breakdown. This included customers who are in a safe location where the vehicle is being towed to a shop for repairs or home.
- iv. If the customer is stranded in a dangerous situation with no other means of transportation, they will not be denied transportation, given they do not present symptoms of COVID-19, been in contact with someone who has COVID-19, or tested positive for COVID-19.

- v. Any customer who has tested positive for COVID-19 or has presented symptoms of COVID-19 in the last 14 days will be instructed to leave their vehicles unattended and to not be at their vehicle at the time of service. Our towing operators and service technicians will not be required to perform service until infected or symptomatic individuals are a safe distance away from the proximity of our operators.
- vi. All customers will be asked to leave vehicles unattended any time doing such is practical but will not be required to do so unless falling under the previous section.
- vii. When access to the customer's vehicle is not necessary, we advise against doing so. If access is necessary, limit exposure time and make contact with as few items inside the vehicle as possible, using rubber gloves and masks to do so.
- viii. Customers will still have to visit our facility to retrieve vehicles and belongings. Customer interaction is unavoidable with payment transactions, ID's, and insurance information being processed. However, this should be done from a safe distance through our pass-through counter with customers in our lobby and dispatchers inside our main facility. Gloves should be worn when interacting with customers and exchanging funds and paperwork.
- ix. Customers will be required to wear a face covering when interacting with our employees and before entering our facilities.

c) Limiting public interaction

We are asking employees to limit their interaction with the general public during and after working hours.

- i. Limit stops to public stores, gas stations, restaurants, etc. to only times when necessary. When sheltering in place between calls, do not congregate in open public places outside the confinement of your company vehicle.
- ii. When dropping a vehicle at a repair facility, do so in a timely manner to limit interaction with service technicians and the general public
- iii. When performing service at a customer's residence, limit interaction with those at the residence to only the vehicle owner. Do not shake hands.
- iv. Stay a safe distance away from the public and first responders at accident scenes. Limit contact to only those necessary to clear the scene and the vehicle owner. Do not shake hands. Use your ACCPD information card as a tool to quickly relay lot information and pricing to vehicle owners.
- v. Contactless delivery is also an option for customers. When setting up a tow, customers will be allowed to leave a vehicle unattended to limit contact. We will require information on key access and phone payment when setting up a contactless tow.

ARTICLE 2: CLEANING AND DISINFECTING

Cleaning and disinfecting of facilities, equipment, and persons also plays an important role in reducing the spread of COVID-19. The following guidelines are based of recommended by the CDC and local ordinance.

a) Equipment

- i. Operators and technicians should clean surfaces they regularly touch throughout the day to reduce the spread of COVID-19.
- ii. Operators and technicians should thoroughly clean and disinfect their vehicles before the beginning and the end of each shift with disinfecting wipes and sprays.
- iii. Operators and technicians should thoroughly clean the passenger area of their vehicle after each passenger that rides inside their unit.
- iv. Operators should not share items such as pens and clipboards with customers or the general public. Designate one pen to be used by the public and disinfect after each use.

b) Facilities

- i. A conscience effort should be made to regularly disinfect our facilities. This includes dispatch areas, offices, common areas, restrooms, and our lobby.
- ii. A thorough cleaning should be performed nightly to disinfect all commonly touched areas including but not limited to: computers, phones, radios, countertops, faucets, door knobs, chairs, etc.
- iii. Disinfectant should be available to customers and staff who enter our facility at all times.
- iv. Lobby counter space should be disinfected after being touched by customers or the public.
- v. Office personnel should not share items such as pens and clipboards with customers or the general public. Designate one pen to be used by the public and disinfect after each use. Limit touching of paperwork by customers.

ARTICLE 3: FACE COVERINGS

On July 7, 2020, the Mayor and Commission of the Unified Government of Athens-Clarke County, Georgia adopted an additional Ordinance for the Declaration of Local State of Emergency related to COVID-19 requiring face masks when in public and entering a commercial establishment. Penalties include fines starting at \$25.00 not exceeding \$100.00.

Therefore, face masks will be required by all employees when directly interacting with customers and the general public and when entering any commercial establishment. Employees should keep masks readily available so that masks can be placed on when coming into contact with a customer or the general public. In general, masks should stay on employees' persons at all times for quick access.

a) It will be mandatory requirement for our employees to wear a mask in ALL cities at the following times:

- i. When directly interacting with customers or the general public
- ii. When a passenger is inside the towing or service unit.
- iii. When on scene of a police-initiated tow, unless not in direct contact with the public while cleaning debris at the approval of the commanding officer on scene.
- iv. When entering any business.
- v. When picking up or dropping a vehicle at any place of business including dealerships, repair shops, and salvage yards.
- vi. When in close proximity of a customer when at our facility, including enter our lobby.
- vii. When entering a customer's vehicle.

b) It will NOT be mandatory requirement for our employees to wear a mask at the following times:

- i. Loading a vehicle on the side of the roadway away from customers.
- ii. Towing an unattended vehicle not in close proximity to the general public.
- iii. Performing a tire service or other physical services away from direct contact with customers.

c) Customers will be required to wear a mask when:

- i. Directly interacting with employees.
- ii. Entering our facilities.
- iii. Being transported in our vehicles when no other transportation is available and customer is not in a safe location.

ARTICLE 4: EMPLOYEES EXPOSED TO COVID-19

Until the end of the declared health emergency related to COVID-19, any employee who

- 1) has symptoms of COVID-19
- 2) has been asked by health professionals to self-isolate
- 3) has come into direct contact with someone who has COVID-19, and/or
- 4) tests positive for COVID-19

will be required to stay home and seek medical assistance until symptoms resolve or released by a medical professional.

Beginning March 18, 2020, in accordance with federal law, small businesses are required to provide two weeks paid-sick leave for employees affected by COVID-19 who have worked at the company for at least a month. This benefit covers full, normal salary of all employees. Employees must show they had to comply with a self-isolation recommendation or had no other means of care for a child whose school closed due to isolation.

For the health and safety of the public, fellow employees, and our customers, all employees who come to work and respond to calls for service should be of proper health to do so. At no time should an employee interact with a customer, co-worker, or member of the public if they feel they show symptoms or have been exposed to COVID-19.

COVID-19 PHONE CONTACT QUESTIONNAIRE

Please use the following additional prompts when in contact with a customer about a towing or roadside service.

- 1) In relation to the Coronavirus, have you been visited a foreign country, been exposed to or show symptoms of the Coronavirus in the last 14 days?
- 2) Have you tested positive for the Coronavirus?
 - a. If yes is given to Question 1 or 2, advise the customer they cannot be with the vehicle at the time of service. If a health risk is feared, service may be refused.
- 3) Do you have an alternate form of transportation to arrive at your destination?
 - a. Advise no passengers will be allowed in the tow vehicle.
 - b. In an emergency situation where the customer is on the side of the roadway and no alternate form of transportation is available, advise the customer they will be allowed to ride in the tow vehicle for a limited distance. (A manager can make final determination call on what is considered a safe location to transport the customer to)
- 4) Are you able to leave the vehicle unattended?
 - a. If yes, please get a tag number and advise the customer they must leave keys with the vehicle, notating both in the call.
 - b. If no or the customers does not feel comfortable doing so, advise they will be required to practice social distancing with the towing operator or service tech.



16 Tips for Tow Operators to Reduce Coronavirus Exposure Risk

Be Aware. Be Responsible. Stay Safe.

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| <p>1 If you are ill or experiencing fever, dry cough, or shortness of breath, STAY HOME!</p> | <p>2 Wash your hands often, for at least 20 seconds, with soap and warm water.</p> |
| <p>3 When unable to wash your hands, use hand sanitizer that is at least 60% alcohol.</p> | <p>4 Change hand towels often or use paper towels.</p> |
| <p>5 Avoid touching your eyes, nose, and mouth with unwashed hands.</p> | <p>6 Use a sleeve, shoulder, or paper towel to open doors.</p> |
| <p>7 Cover your coughs and sneezes with a tissue.</p> | <p>8 Carry shop towels to touch surfaces in a pinch & do not reuse to avoid cross-contamination.</p> |
| <p>9 Keep disinfecting wipes in your truck and use wisely on touchable surfaces.</p> | <p>10 Use gloves immediately when exiting your truck and take them off before climbing in.</p> |
| <p>11 Limit contact with the interior of vehicles being towed and use gloves.</p> | <p>12 Only if absolutely necessary, allow passengers in your truck during these times.</p> |
| <p>13 Keep your truck well ventilated and do not recirculate HVAC.</p> | <p>14 Avoid crowds. Pay at the pump when possible.</p> |
| <p>15 Stay hydrated for health!</p> | <p>16 Do not share pens or other personal property.</p> |

TIPS TO REDUCE EXPOSURE TO COVID-19



- 1** First and foremost, if you have a cough, fever or feel short of breath, stay at home. It's always better to be safe than sorry!
- 2** Wash your hands as often as possible. Use warm water and an antibacterial soap whenever you are able, or high-alcohol content hand sanitizer if required.
- 3** Avoid touching your face, specifically your nose, eyes and mouth.
- 4** Cough or sneeze into a tissue whenever possible. If unable, cough into your elbow. Wash your hands after coughing or sneezing whenever possible.
- 5** Carry gloves and disinfectant wipes with you when responding to a call. Use them on the interior of your truck and personal items such as pens and cell phones often.
- 6** When meeting with a customer, do not shake their hand, lend them a pen or your cell phone.
- 7** If the customer is able to arrange alternative transportation, suggest they do that instead of riding in the cab of your truck.
- 8** Use gloves, a towel or a disinfectant wipe when opening the door or touching the inside of a customer's vehicle.
- 9** Regularly clean your equipment and wipe with a disinfectant wipe after every job.
- 10** And last but not least, if you aren't feeling well, stay home!



CORONAVIRUS

Out of an abundance of caution, AAA is taking added preventive healthcare measures at the roadside to protect our service providers and AAA members. We encourage all providers to join us in these efforts, outlined below, to prevent the spread of infection.

PREVENTION



STOP HANDSHAKING

In lieu of a handshake, use another method of greeting, like a wave.



CONSIDER STAYING HOME IF SICK

If you begin to show symptoms of cold, flu, fever, or respiratory issues, best practices suggest staying at home until symptom free for 24 hours.



COUGH ETIQUETTE

Remember to cough or sneeze in the bend of your elbow to reduce the spread of airborne germs.

HAND SANITATION



PROPER HAND WASHING

Wash your hands with antibacterial soap and warm water for at least 20 seconds or as long as it takes to hum the Happy Birthday song twice.



HAND SANITIZER

Use hand sanitizer after touching common objects shared by others. Be sure the products claim protection against emerging viral pathogens.



COMPLETE COVERAGE

Be sure to rub palms, back of hands, in between fingers and circle the thumbs up to the wrists when washing hands or using sanitizers.

SANITIZING WIPES



USE ON COMMON OBJECTS

Use approved sanitizing wipes on common objects such as door handles, steering wheels, seat belts and buckles, arm rests, dash boards, etc. Be sure to keep a supply of sanitizing wipes and hand sanitizer in the service vehicle so it is readily available to members.



USE THE CORRECT AMOUNT

To properly disinfect the area, use enough wipes so it takes about 2-4 minutes to fully dry.



AVOID FACE CONTACT

To prevent the spread of germs, avoid touching your face, eyes, mouth and nose, even after using sanitizer or sanitizing wipes.

For more information, visit www.CDC.org

Help stop the spread of the coronavirus.

STAY TRIPLE SAFE



1. STAY CLEAN

- Wash your hands often with soap, for at least 20 seconds each time, especially after touching any frequently used item or surface.
- If soap is not available, use hand sanitizer with at least 60% alcohol.
- Avoid touching your face.
- Sneeze or cough into a tissue or the inside of your elbow.
- Disinfect frequently-used items and surfaces as much as possible.



2. STAY HOME

- ACCGov has declared a shelter-in-place policy and asks everyone to stay home if at all possible during all hours.
- If you or your family feels sick, are showing symptoms, or have been exposed to the coronavirus, call your primary care physician or urgent care clinic. Do not show up unannounced to an emergency room or health care facility.
- If someone in your household has tested positive for the coronavirus, keep the entire household at home. Do not go to work. Contact your medical provider before anyone leaves your home.
- If you are an older person, stay home and away from other people.
- If you are a person with a serious underlying health condition that can put you at increased risk, stay home and away from other people.



3. STAY BACK

- Give at least six feet of space between you and others.
- Avoid social gatherings. It is best to stay home whenever possible.
- Avoid eating or drinking at bars, restaurants, and food courts - use drive-thru, pickup, or delivery options.
- Avoid discretionary travel, shopping trips, and social visits.
- Do not visit nursing homes or retirement or long-term care facilities unless to provide critical assistance.



Stay informed at one of these official sites:

Athens-Clarke County
Unified Government

www.accgov.com/coronavirus

Centers for Disease Control
& Prevention

www.cdc.gov/coronavirus

Georgia Dept. of Public Health

dph.georgia.gov/coronavirus

Hotline: 844-442-2681