

March 16, 2020

Subject: Coronavirus Preparations and Response Efforts

Dear Angelica Associate:

As you know, we are in the business of supporting hospitals and healthcare facilities, and our customers are on the frontline in supporting and helping those impacted by this virus. We provide a very important service to our customers, and I am very proud of the men and women in this organization who work tirelessly to avoid disruption, especially in these challenging times. Likewise, it is understandable that you may have questions or concerns, and the following is an effort to address some of those.

First and foremost, I and the Executive Leadership Team stay very close to the fast-moving developments of this virus, as well as direction from state and federal government and agencies. Shortly after the first confirmed Coronavirus case surfaced in the US, I assembled a task force, which reports to me, to identify and mitigate known and potential issues associated with the virus, focusing on protecting our employees, as well as servicing customers and avoiding disruption in our supply chain.

As mentioned, your safety is our primary focus. We are constantly evaluating what we can do to best protect our employees and still provide this important support to our customers. In our plants, where we must have personnel present to process linen and oversee the management of that process, we ensure we are compliant with all applicable regulations and infection prevention guidelines in regard to the handling of linen and personal protective equipment. Further, we evaluate what additional steps we may be able to take in this regard. In instances where employees may be able to support the business remotely, we are evaluating having staff work off-site. But given the nature of our business, our ability to do so is limited.

Lastly, we all need to be mindful that this virus is primarily transmitted from person-to-person, so please remember to practice proper hand hygiene and respiratory etiquette both on and off the job. Should you experience respiratory illness symptoms such as fever, cough and shortness of breath, remember to notify your supervisor that you are unable to report to work and seek medical treatment for these conditions. Any employee reporting to work with these symptoms will be sent home.

Enclosed is a listing of frequently asked questions and resources for additional information. If you have any questions, please contact your supervisor. We will continue to monitor this developing situation closely and will send periodic communications as this situation evolves.

I want to thank each one of you for your commitment to Angelica, to our mission, and to our customers during this time.

Jamie Shaddix
Interim Chief Executive Officer